



# Childcare Inspection Report on

**Acorns Nursery (Whitchurch)**

**15 Church Road  
Whitchurch  
Cardiff  
CF14 2DX**



**Date Inspection Completed**

09/09/2019

**Welsh Government © Crown copyright 2019.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## **Description of the service**

Acorns Whitchurch has been registered with Care Inspectorate Wales (CIW) since 2002 and is located in a residential area of Whitchurch in Cardiff. The nursery is one of 12 settings in South East Wales and South West England owned by Acorns Nurseries Limited. It is registered to care for up to 84 children, aged from birth to five years, at any one time. Opening hours are Monday to Friday from 7.30am to 6.00pm each week throughout the year, with the exception of Bank Holidays. The nursery has a Responsible Individual (RI) who has nominated a Person in Charge (PiC) to manage the nursery on a day to day basis. Care is provided through the English language with the use of incidental Welsh.

## **Summary**

### **1. Overall assessment**

This was a focussed inspection of the service and therefore we have not considered all themes in full.

Children receive a good standard of care from the staff at Acorns Nursery (Whitchurch) who know and understand their individual needs. They provide responsive and nurturing care. Children's views and opinions are valued as they are encouraged to speak and express themselves and know that their ideas will be listened to. Children are settled and have developed strong emotional bonds with staff and their peers. Children develop confidence and independence and gain a great sense of achievement as they are provided with a stimulating environment where they have access to a range of interesting, age appropriate activities. The premises are welcoming and child friendly with a planned programme of maintenance and redecoration. The staff group is well established and the turnover rate is low. The management team are very visible and involved in all aspects of the service.

### **2. Improvements**

This was a focused inspection and we did not look at areas of improvements. This will be looked at in detail at the next full inspection

### **3. Requirements and recommendations**

No areas of non compliance identified at this inspection.

Outstanding good practice recommendations from the previous inspection remain in place.

# 1. Well-being

## Summary

Children receive a good quality service which is tailored to meet their individual needs. They are provided with warm nurturing care from familiar staff which helps them to settle and feel a sense of belonging to the nursery. They have lots of opportunities to experience engaging and exciting experiences which support their confidence and all round development.

## Our findings

Children are encouraged to speak and make decisions about how they spend their time in the nursery. We saw them choose independently from the range of resources which are located within easy reach. We observed children from the Willow Group playing in the wet / messy room choosing from lots of activities including foam play, playdough, mark making and water play. They moved around each area where a staff member positioned themselves to provide them with support to extend their play. In the preschool area, children were excited to take part in the Jolly Phonics session as they practiced their letter sounds supported by an action song. Children throughout the nursery are encouraged to communicate the needs and express their opinions. We saw lots of examples of children choosing story books, songs they wanted to sing and influencing the play options available.

Children are happy, settled and enjoy the time they spend at the nursery. They form positive bonds of affection with familiar key worker staff. They gain confidence and reassurance from the regular routines of the day and each room display examples of their work which give them a sense of belonging. Children were seen to approach staff with ease for support, cuddles or assistance. Two children asked a staff member to help them with the locks and bolts station in the construction area. They laughed and chatted as they were encouraged to problem solve independently. Babies, were cradled in staff arms and we saw that a young baby who had only recently joined the nursery was very settled and enjoyed watching the lights on the interactive toy they were engaging with.

The children's behaviour throughout the nursery was very good and in line with their age and stage of development. They are able to share and take turns and we saw lots of examples of good manners and children being kind to each other. We saw a group of young children sat in a group listening carefully to instructions. They held hands and formed a circle and took turns to pick which phonic sound they wanted to do next. Children were observed helping to tidy up and we noted that they were careful and respectful of their resources. Some children were happy to play independently or alongside other children.

Children enjoy the opportunities for play and learning at Acorns nursery. They are engaged in the busy but calm and relaxed environment and can also enjoy quiet times to read, relax

or sleep. They are provided with a good variety of play resources and activities which have been skilfully planned to ensure that it meets their individual needs. The structure of the daily routine and play allows for flexibility for the changing needs and interests of the children. Both the indoors and outside areas offer a good balance of self-directed and focussed activities to ensure that children are engaged at a suitable level. In the outdoor area children screamed with excitement and ran around reaching out to grab the large bubbles being blown by staff.

Children have a variety of experiences, including freely chosen, unstructured and self-directed play. They make good progress, are confident to try new things and encouraged to take appropriate risks. On the playdough table children were encouraged to identify colours and shapes and joined in with staff repeating welsh words and simple phrases. Children are able to develop confidence and independence as they are given lots of opportunities to develop their self-help skills. Children put on their shoes and coats, select food and pour their own drinks. Children who needed assistance were provided with support from staff whilst given the space and time to try and help themselves.

## **2. Care and Development**

### **Summary**

This was a focused inspection, we have not considered this theme in full, therefore we have not issued or revised any ratings awarded previously.

### **3. Environment**

#### **Summary**

This was a focused inspection, we have not considered this theme (in full), therefore we have not issued or revised any ratings awarded previously.

## **4. Leadership and Management**

### **Summary**

This was a focused inspection, we have not considered this theme (in full), therefore we have not issued or revised any ratings awarded previously. During our visit we met with the PIC, the Operational manager and the RI. We found them very engaged and keen to take on board all feedback in order to continually improve the service delivered to children and parents.

### **Our findings**

Procedures to manage accidents and incidents are suitable. We looked at a sample of accidents and incidents records and discussed the accident policy with the PIC and Operational manager. We saw that this procedure is followed and parents are informed of all accidents and appropriate documentation is completed. The service was open to the suggestion to update this policy Leaders are clear and committed to ensuring that parents queries are responded to promptly. Staff ratios are maintained in line with National Minimum Standards for full day care settings.



## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

None

### **5.2 Recommendations for improvement**

Outstanding good practice recommendations from the previous inspection remain in place.

## 6. How we undertook this inspection

This was unannounced focused inspection of the service to consider information shared with us through the CIW concerns process. The inspection was carried out by one inspector. At this inspection we:

- made a visual check of the premises;
- spoke to the PiC, Operational Manager , the RI , staff and children;
- completed over two hours of observations throughout all areas of the nursery;
- looked at documentation including individual accident and incident records and staff registers and
- provided formal feedback to the PiC, operational manager and the RI at the end of the inspection.

Further information about what we do can be found on our website:

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## 7. About the service

Type of care provided	Children's Day Care Full Day Care
Responsible Individual	Cherie Wilson Peter Reynolds
Person in charge	Rachel Robinson
Registered maximum number of places	84
Age range of children	From birth to five years
Opening hours	Monday to Friday from 7.30am to 6.00pm each week throughout the year, with the exception of Bank Holidays.
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	22 and 25 June 2018
Dates of this inspection visit	9 September 2019
Is this a Flying Start service?	No
Is early years education for three and four year olds provided at the service?	No
Does this service provide the Welsh Language active offer?	This is a service that does not provide an "Active Offer" of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people/children who use, or intend to use their service. We recommend that the service provider considers Welsh Government's "More Than just Words follow on strategic guidance for Welsh language in social care."
Additional Information: None	

Date Published 11/11/2019