

Care and Social Services Inspectorate Wales

Children and Families (Wales) Measure 2010 Child Minding and Day Care (Inspection and Information for Local Authorities) (Wales) Regulations 2010 The Child Minding and Day Care (Wales) Regulations 2010

Inspection Report

Once Upon a Time Day Nursery

56 Railway Terrace
Llanelli
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Introduction

Once Upon a Time Day Nursery, located in Llanelli, is a privately owned setting offering full day care for a maximum of 18 children aged 0 – 5 years. This setting has existed on these premises since September 2011 and the registered person is Beverly Aldridge

The setting operates from a two-storey detached house in Railway Terrace, Llanelli. The ground floor of the premises is utilised solely for the purpose of the day nursery and contains separate rooms for the different age groups, kitchens, office, staff and toilet facilities. Children have access to an enclosed garden as well as a covered indoor / outdoor area.

The majority of the staff are qualified, with most staff members holding a relevant level 3 qualification or working towards the completion of an NVQ Level 2 or 3 qualification summer 2012.

This visit was a scheduled unannounced baseline inspection as this was the first inspection since the setting was registered in September 2011. The inspection undertaken was a baseline inspection which looks both at the experience of people as well as checking compliance with key regulations and that the registration is sound.

Inspection methods

This report was based on the following:

- A review of the history of the setting since registration in September 2011
- Inspection of certain documentary evidence, including the self-assessment of service statement
- The examination of four staff questionnaires and five parental/carer questionnaires.
- Discussions with the registered person, staff and children
- Observations of procedures and interactions during the unannounced inspection.
- Sample of documentation and records implemented by the registered person in relation to the children in attendance
- Sample of staff files

The absence of a reference to a particular fault or issues does not mean that it does not exist. It is the responsibility of the registered person to ensure that the setting operates in accordance with the relevant laws, regulations and national minimum standards.

Summary of inspection findings

What does the service do well?

The children benefit from regular outside play in the nursery's very well-equipped outside play area:

The children also benefit from the covered indoor / outdoor play room which provides all weather outdoor physical play opportunities

The staff members are encouraged and supported to attend ongoing training and to take responsibility for cascading the information to other staff members in staff meetings

All staff members are expected to be engaged in planning and thus take specific responsibility for the implementation of the plan of activities

The setting maintains good relationships with the parents and keeps them fully informed via several different means including use of daily feedback sheets, letters and notice board

The children benefit from staff making use of local resources within the area such as the park, beach, costal path and Llanelli town

What has improved since the last inspection?

This is the first inspection for the service following registration in September 2011.

What needs to be done to improve the service?

Ensure that there are more opportunities for involving children in decision making.

Ensure the privacy of all children is respected when intimate care is being provided.

Ensure that an appropriate provision is provided and recourses are made available to allow children to sleep and rest in warmth and comfort

Ensure that no staff members are left unsupervised with children in the individual rooms

Quality of life

Children were encouraged to make decisions for themselves, whenever possible. The children were seen to be planning their own activities. They were observed happily engaged in activities that motivated them to learn and staff were constantly at hand to encourage them. This was evident during a craft session, when children enjoyed praise from staff for learning numbers, colours, shapes etc and playing with a farm set which encouraged further learning. Children were also offered choices of snacks and drinks, encouraged to put their own coats and shoes on and also assisted in tidying up the toys.

Children's individual needs were generally met because staff knew the children well and responded to each one in an appropriate way. This was because the inspector saw that a key worker system was implemented effectively to ensure that children's individual needs were met with interaction being suited to children's individual stage of development.

Children's physical well being and a healthy lifestyle were promoted and this was evidenced through the snack / meal menus which consisted of healthy options. The setting employed a qualified chef and meals were cooked freshly on site. The food that were planned, prepared and given to the children were healthy and well balanced. The children evidently enjoyed the food on offer and this was evidenced as the majority of children ate their lunch of homemade chicken and apple patties, mashed potatoes and beans with relish. The children sat around the table to eat and this was a sociable occasion with plenty of interaction and conversations. The daily routine promoted children's awareness of personal hygiene and safety. Staff held valid first aid certificates.

Children's privacy and dignity was generally respected when intimate care was being provided. The inspector observed children being encouraged to act independently when using the toilet but were assisted where required. However, the privacy of toddlers when nappy changing occurred was discussed as this area was very open.

Children had developed close relationships with their carers because the children were observed as being secure, happy and comfortable with their carers. The interaction between the staff and the children was relaxed, warm and nurturing and staff offered praise, reassurance and encouragement. Staff were seen to be encouraging children to take turns, work together, share resources and help in developing their self confidence and social skills.

Quality of staffing

Parents can be confident that the care their child received was appropriate and met their individual requirements as the staff were aware of the needs and preferences of the children in their care. Appropriate child record forms, "individual plans", "child development profile" and consent forms had been completed prior to the start of the placement. A key worker system was operated. All the parents who completed questionnaires confirmed they were satisfied with the information they received about their child's day and that their child/children were cared for by a very motivated and enthusiastic staff group. The interaction between the staff and children was warm and nurturing and staff were observed by the inspector offering plenty of praise and encouragement.

Staff were committed to improve and develop their child care skills and knowledge because the staff questionnaires stated that they had access to regular training. Most of the staff working at the setting were qualified to level 3 with two staff members working towards the completion of NVQ Level 3 and 2 respectively.

Children benefited from a ratio of adult: child ratios that conformed to best practice as the number of staff present, as evidenced in the registers, exceeded the required number. On the day of the inspection there were eight children and six adults present. The children were cared for by a team of consistent staff and no one had left since the nursery's opening. A cook was also employed at the setting. The registered person was informed that it was important to ensure that no staff members are left unsupervised with children in the individual rooms. The registered person had confirmed that the management and organisation of the setting had been looked at in relation to the unsupervised staff issues and measures had been put in place to ensure that this issue had been addressed and recertified, especially in relation to staff lunch periods.

The care provided was relaxed and unhurried as staff had plenty of time to talk to the parents during pick ups and the collection of children. The parental/carer feedback in the CSSIW questionnaires stated that parents were happy with the service provided and that they were kept informed.

Children and their parents were safeguarded by the nursery operating sound recruitment procedures as the staff files seen during the inspection were deemed to be compliant with regulations. Documentation was available to demonstrate staff induction, supervision and appraisal procedures and this was also confirmed in the staff questionnaires.

Quality of leadership and management

Parents were provided with adequate information to make an informed choice, because a comprehensive information pack was distributed prior to a placement commencing. Parents/carers confirmed in the returned pre inspection parental questionnaires that they were happy with the information received. The inspector saw that additional information including routines, planning, staff photographs and newsletters was available in the setting. Daily record sheets were completed for all children and parents have written contracts setting out the expectations of both parties.

Parents and children benefited from a well organised and planned service as the standard of record keeping was very good and routines were in place. The sample of regulatory records viewed were well organised and compliant. Routines and rotas were displayed throughout the premises. Staff were obviously familiar with their roles and responsibilities and regular staff meetings were held. Parents and carers had commented in the returned pre inspection questionnaires that children were cared for by a very motivated and enthusiastic staff group and that the staff were also very supportive to one and other.

Children and parents were consulted about the service provided because the quality of care review questionnaires had been distributed. The report had not yet been completed and a recommendation was made to forward a copy to CSSIW. The inspector observed a circle time session when children's views were sought. The setting had recently implemented the use of communication books and "child development assessments" as a way of improving the quality of care and more effectively meeting individual needs.

Children benefited from attending a setting that was working towards improving the quality because they were:

- Working towards Wales Pre-School Providers Association Quality Assurance Scheme

- Committed to attending ongoing training in order to maintain and improve the quality of care on offer

- Working towards the completion of the service's first Quality of Care Report

Quality of environment

The children were cared for in an environment which was fit for purpose, clean and airy with a plentiful supply of natural light. This was because the premises were clean, comfortable, well maintained and homely. The standards of hygiene were seen to be satisfactory. There was adequate provision for children to play and rest and there were different rooms for the different age groups ensuring the safety of children and access to appropriate resources in each section. Each room used by the children was observed as having a plentiful supply of natural lighting.

Children were encouraged to play independently both in small groups or large groups. This was because the internal design of the nursery allowed children the space and layout to choose their form of play. Children were observed as moving confidently from one play area to another and had access to age developmentally resources which were stored on a low level as to allow the children the opportunity to choose for themselves and explore their environment. The activities for the over two years' section was seen to be organised in a rotational work station style in line with the ethos for the Foundation Phase of learning for Early Years. Resources, toys and equipment was seen to be stored with clear wording and pictures.

Children were provided with regular outdoor play opportunities because the children benefitted from having a safe and secure area which offered opportunities for regular play sessions as well as gardening sessions. The children had plenty of space to play on /in play structures such as play house, as well as place to ride bikes, run and kick a ball. If the weather was too poor for outdoor play, as it was on the day of the inspection, the children also made extensive use of the indoor/outdoor room. This covered rear annex area, complete with an astro turf floor, allowed children the opportunity for further exploration of their surroundings and access to a greater range of messy activities.

Children were provided with furniture, toys and equipment which were appropriate and suitable for their needs and stage of development as there were sufficient resources to provide stimulating activities and play opportunities for all children in all areas of play, learning and development. There was also a range of equipment and resources available to support individual specialist needs such as play back resources to aid speech and language development. Staff confirmed that there was a procedure and rota in place for the cleaning, maintaining, and replacing or disposing of any broken toys or equipment.

Children were cared for in a safe and secure environment because the inspector noted the following:

- No one was able to enter the setting unannounced
- The setting implemented the use of a CCTV security system
- A record of visitors was maintained
- Good security measures were in place when a child was collected
- There was safety equipment throughout the premises – including gates and finger guards
- Risk assessments were carried out on a daily basis
- Fire drills had been carried out and details recorded accordingly
- Confirmation was had in the self assessment of service statement that annual

services and checks were carried out

The person in charge and deputy had attended health and safety training

Satisfactory accident records were maintained

The setting benefitted from having a maintenance person

Comments by two of the parents who had completed questionnaires confirmed that the premises were safe and secure and that the staff were very aware of the children's health and safety.