



Childcare Inspection Report on

Robins Day Nursery

**St Arvans
Chepstow
NP16 6DN**



Date of Publication

15 April 2019

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Description of the service

Robins Day Nursery is registered with Care Inspectorate Wales (CIW) to care for 58 children. The nursery currently provides care for children aged from three months to four years of age and is one of five day nurseries owned and operated by Dean Close Nurseries in South East Wales. The nursery is located in St Arvans, Chepstow. Dean Close Nurseries employ a Responsible Individual (RI) to act on their behalf, an area manager and a Person in Charge (PiC) who manages the setting on a daily basis. The nursery is open from 07.30 to 18.00 all year round and care is delivered through the English language.

Summary of our findings

1. Overall assessment

Children have a strong voice and readily make decisions about their play and care. The children are happy and engaged and build good friendships. The stability of the staff team has enabled children to establish close emotional attachments with their key person and other staff in their rooms. Changes to activity planning has meant children participate in a wider range of activities and interactions between children and staff are positive. Staff are more familiar with the online assessments and routinely add information to show children's progress but linking children's next steps to the planning could be strengthened. New management and significant support from the area manager has led to an overhaul of safeguarding procedures, staff training, and safety practices. Significant improvements to the leadership and management of the service has boosted staff morale, improved outcomes for children and partnerships with parents and ensured the service is well organised.

2. Improvements

All the non compliance identified at the last inspection have been met. This has resulted in significant improvements to children's health and safety, security measures, safeguarding knowledge and procedures and improved management of staff and the service. Communication with parents, hygiene and infection control measures, the range of activities, staff interaction and staffing levels and monitoring of staff and the quality of the service have all been improved. These are outlined in more detail in the body of the report.

3. Requirements and recommendations

There were no areas of non compliance identified at this inspection. We highlighted three recommendations regarding staff registers, developing the planning for children's learning outside and identifying children's next steps and linking these to the activity planning. These are outlined further at the end of the report.

1. Well-being

Summary

This was a focussed inspection to follow up on previous non compliance. We did not look at this area in detail as no significant issues were identified. All children are happy and content and enjoy their time at nursery. Their emotional well-being is nurtured well, enabling them to feel safe and secure. The baby's experiences have been enriched through the positive and quality interactions from staff during play and daily routines.

Our findings

Children have fun in their play and readily make choices. The range of activities available to the children each day has improved, giving them more choice. In the babies and Butterfly room children enjoyed many more opportunities to explore their senses. They had fun investigating green jelly for St. David's Day and photographs show children exploring paint and making music with pots and pans and other objects. Activities were set out for longer periods enabling children to explore freely and develop their interest. We noted that the babies were busy and engaged and responded positively to staff interactions while playing. Discussions with staff identified that preschool children are encouraged to talk about their day and what they enjoyed enabling them to have a voice and contribute to daily evaluations. Children we spoke to told us they "*loved*" coming to nursery and playing with their friends and younger children were busy and engaged throughout.

Children feel safe and valued because their emotional attachments are positively supported and consistently managed when settling or transitioning to the next age group. We learnt that children and/or their key person are no longer moved around the nursery to maintain ratios and the high turnover of staff has ceased. As a result, all the children are establishing positive relationships with their key person and are content and happy in their play. We observed a baby roll over and back again and kick their legs with excitement in response to a rub of their tummy, enthusiastic praise and a smile from staff. The babies spend time in the Butterfly room each day, joining the toddlers for planned activities and mealtimes to help familiarise and prepare them for transition. Children feel valued because their attempts at communication are listened to. In the baby room, a child clapped their hands and smiled with joy when staff started to sing a familiar song and do the actions. The babies were busy and engaged and their babbling and attempts at communication during play were responded to straight away. We observed the children in Ladybirds eagerly participate in story time and choose familiar songs.

Children are busy and engaged and establish strong bonds with their key person and their friends.

2. Care and Development

Summary

This was a focussed inspection to follow up on previous non compliance. We looked at some key aspects within this area. Improvements to safeguarding have meant it is now given high priority. Health and safety practices are well understood and implemented ensuring children are safe and secure. Staff nurture children's skills and learning appropriately through improved interaction, responding well to their needs and interests. Improvements to assessments and activity planning are ongoing but identifying children's next steps and tailoring activity planning to meet these could be strengthened.

Our findings

Safeguarding underpins all aspects of the service. Risk assessments and all health and safety policies and procedures have been reviewed and discussed with all staff and relevant training provided where necessary. Consequently, staff supervise the children securely both inside and outside. Staff we spoke to had good awareness of the nursery's safety procedures and were clear of their roles and responsibilities regarding keeping the children safe. As a result, the number of accidents and incidents involving children have significantly reduced. Fire drills have been completed on several days to ensure all children and staff learn safe action to take in an emergency. All the team have completed further child protection training and management and staff we spoke to had secure knowledge of identifying safeguarding issues. In addition, the leadership team have identified three designated safeguarding leads for the service and set up a safeguarding committee who meet termly to check staff's training, knowledge and related policies and procedures.

The cook has delivered training to all staff regarding the food hygiene standards and expectations regarding the completion of relevant records. All staff have updated their food hygiene training and the cook has also delivered additional training to reinforce hygiene standards and expectations regarding record keeping. We noted that children throughout the nursery with any dietary requirements are given a blue plate and alternative food provided to cater for their individual needs. We also saw that each base room keeps a list of their children's dietary needs enabling staff to refer to at any time. We noted that most children had easy access to a drink throughout the day with lidded cups or individual bottles available in each room. Management confirmed that the infection control audit tool has been reviewed and training provided to staff to support its implementation. We observed staff implement robust health and hygiene practices, including thorough nappy changing practices. Disposable gloves and aprons are changed after each child and hand washing encouraged. A new changing mat is in place with raised sides to prevent children from rolling off and the broken nappy bin has been replaced. This has eliminated the need for staff to use their hands to dispose of a dirty nappy.

Significant improvements have been made to the range of activities available and staff's interactions during play. Staff identify children's interests well and plan activities to nurture these. In response to the baby's interest in music, staff have planned to make some shakers, introduce natural materials, such as cardboard boxes to bang and initiate one, two

rhythmic tunes. Discussions with staff in Ladybirds and preschool showed they had clear understanding of their key children's individual learning needs. Key worker group activities and planning have been introduced daily and staff told us that activities are set out and available for children to access when they wish. However, activity planning outdoors could be improved, children's assessments strengthened to identify their next steps across all areas of learning and this information used to help inform future activity planning. Observations across all the rooms found that staff positively engage in the children's play, following their lead, modelling language and encouraging their skills and learning.

Staff have good awareness of their roles and responsibilities to keep children safe, secure and healthy. Although activity planning and children's assessments could be further improved, staff positively interact and engage in the children's play.

3. Environment

Summary

This was a focussed inspection to follow up on previous non compliance. We looked at some key aspects within this area. Robust systems are in place to provide a safe, secure and well maintained environment for children. Good quality equipment and resources enhance the children's experiences although these could be further developed outside.

Our findings

Thorough systems are in place to ensure the environment is safe and secure. All the necessary safety records and documents are now in place and these are routinely reviewed and updated by management and the leadership team. Dean Close Estate's personnel visit weekly to ensure the premises are secure and any maintenance issues are dealt with promptly. Management undertake the daily safety and security checks at the beginning and end of the day and report any issues as needed. Staff also complete reporting forms should they come across any further safety issues throughout the day and submit these to management to action. Changes to arrival and collection arrangements has significantly improved the security of the premises. All parents, children, staff, workmen or visitors now only use the main entrance, which is robustly monitored by management and closed circuit television. Fire safety records show that equipment is tested routinely and there is now only one fire assembly point for children and staff. These new procedures allow management to monitor more closely who is on the premises at any one time.

Children benefit from spacious and welcoming play spaces that meet their needs well. The preschool have benefitted from lots of new equipment, including good quality tables and chairs and play equipment. Plans are also in place to decorate the preschool room and install a low level sink for children to access. We saw that some more resources were set out in the front garden but these could be developed further to help mirror the activities and learning opportunities inside. The base rooms for Ladybirds and Butterflies have been changed round helping the nursery to flow better. This enables the babies and Butterfly room to link for lunch and planned activities. It also helps the babies familiarise themselves with the room and staff in preparation for their transition. Thoughtful changes have been made to the sleep rooms enabling staff in the baby room, Butterfly and Ladybird rooms to monitor their children more closely. A cleaner has been employed to clean the nursery, enabling staff to supervise the children more closely at the end of the day. In addition, all parents, visitors and other staff are requested to wear blue shoe covers when walking through the base rooms at arrival and collection times to help keep the floors clean.

Leaders continue to invest in good quality furniture and resources and ensure the premises are clean and well maintained.

4. Leadership and Management

Summary

This was a focussed inspection to follow up on previous non compliance. We looked at some key aspects within this area. Leadership and management of the service is more robust and systems to monitor staff performance and the service have greatly improved with only a few improvements to records needed. The retention of staff has been positive and the support they receive has significantly improved enabling them to feel valued and an important member of the team.

Our findings

Improvements to leadership and management have had a positive impact on the quality of the service for children and their parents. A change in management and some room leaders, extensive support from the area manager and thorough assessment of policies and practices has created a more efficient and well run service. All policies and procedures have been thoroughly reviewed and updated and have been shared with staff at the monthly team meetings and in their updated staff handbook. In addition, staff complete questionnaires to assess their understanding of the policies and procedures and any gaps in knowledge are immediately addressed with additional training. As a result, staff we spoke to were competent in their knowledge of these. We noted that staff are recording children's arrival and departure times more consistently. Management also spot check the registers at different times of the day to ensure they are accurate and ratios continue to be maintained. Although staff registers are now completed, we noted a few inconsistencies in staff signing out. Management agreed that the staff register would now be kept in the office for staff to complete when collecting their mobile phones.

The leadership team have greater oversight of the service. There are detailed action plans and additional quality assurance systems in place to continually monitor the service, management and assess progress against the last inspection report. As a result, all the previous non compliance have been successfully met. A discussion with a new staff member found that the recruitment, interview and vetting process has been strengthened. Whilst three staff files observed at the service were not complete, most staff information is kept in a central record and monitored closely by the recruitment manager. The leadership and management team have engaged well with parents and kept them abreast of the improvements to be made and timescales for completion. They have also worked closely with staff to get their input and use their experience and skills. As a result, staff morale has significantly improved, they feel valued and told us that they really enjoy their job now. Consequently, there has been limited staff sickness and no resignations since the last inspection, enabling staff to provide quality support for children and carry out their roles successfully. Effective systems are now in place to monitor staff performance and training, including regular peer observations as part of the supervision and appraisal process.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

At the previous inspection we issued a non compliance notice to Robins Day Nursery because they did not meet their legal requirements in relation to:

- Safeguarding and promotion of welfare (Regulation 20): At this inspection, we were satisfied the regulations were complied with. Staff files observed and discussions with management highlighted that new recruitment, vetting and inductions were robustly implemented.
- Fire precautions (Regulation 27): At this inspection, we were satisfied the regulations were complied with. We saw fire logs that showed practise of the escape plan had taken place and evidence that fire equipment is routinely tested.
- Employment of staff (Regulation 29): At this inspection, we were satisfied the regulations were complied with. We saw staff files that showed supervisions had been undertaken and appraisals and training sessions completed with all staff.
- Safeguarding and promotion of welfare (Regulation 20): At this inspection, we were satisfied the regulations were complied with. We saw evidence to confirm that safeguarding concerns had been reported and staff knowledge of safeguarding improved.

5.2 Recommendations for improvement

We identified two recommendations to further enhance outcomes for children.

- Continue to develop the outdoor activity planning so that children can experience play and learning opportunities across all areas of learning
- develop the children's assessments to identify their next steps across all areas of learning and use this information to help inform future activity planning and
- ensure staff registers are completed consistently.

6. How we undertook this inspection

This was an unannounced, focussed inspection to review progress of the non compliance raised at the last inspection in November 2018. The inspection was undertaken by one inspector, over a period of five hours with feedback provided to the Person in charge/area manager and deputies at the end of the inspection. Evidence for the report was gathered by:

- We carried out a Short Observational Framework for Inspection observation to assess staff interaction and engagement in the baby room;
- we observed children's play and their interactions with friends and staff;
- we carried out a visual inspection of the playrooms and outdoor areas;
- we spoke to children, the staff, two deputies and person in charge/area manager of the nursery;
- we observed daily routines and safety and security measures;
- we examined documentation and records including, activity planning, staff files, attendance registers, accident and medication records, children's information, policies and procedures and safety records, and
- we reviewed information held by CIW, including the last inspection report, statement of purpose and notifications.

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

www.careinspectorate.wales

About the service

Type of care provided	Childrens Day Care Full Day Care
Responsible Individual	Adrian Bowcher
Registered maximum number of places	58
Age range of children	3 months to 5 years
Opening hours	07:30 to 18:00 each week day, all year round except bank holidays
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	23 November 2018
Dates of this inspection visit(s)	4 March 2019
Is this a Flying Start service?	No
Is early years education for three and four year olds provided at the service?	Yes
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 providing a service in Welsh as the provider operates in an area where Welsh is not the dominant language. We recommend that the service provider considers the Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh language in social care'.
Additional Information:	