



Childcare Inspection Report on

Robins Day Nursery

**St Arvans
Chepstow
NP16 6DN**



Date Inspection Completed

10/05/2019

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
You must reproduce our material accurately and not use it in a misleading context.

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. Adrian Bowcher is the Responsible Individual (RI). The service also employs an area manager to oversee the running of the nurseries on behalf of Dean Close Nurseries. A Person in Charge (PiC) is employed to manage the nursery on a daily basis. The nursery is open from Monday to Friday 7.30am to 6pm all year round and care is delivered through the English language with incidental Welsh being used.

Summary

1. Overall assessment

This inspection was carried out because CIW had received a concern regarding behaviour management of the older children. We found the setting to be compliant with regulations in meeting the needs of the children.

This was a focused inspection which concentrated predominantly on the themes of Well-being and Care and Development. As such, we did not consider the other themes in detail on this occasion. Children attending Robins Nursery have an enjoyable time and outcomes for them are continuing to improve. Children appear happy and settled and have a good range of play opportunities to promote their all-round development. Staff are responsive to children's needs and supervise them well. The environment is safe, spacious, inviting and well-resourced. The service is effectively managed with appropriate record keeping and is run with due regard to National Minimum Standards for Regulated Childcare and The Child Minding and Day Care (Wales) Regulations 2010.

2. Improvements

Outdoor play opportunities have improved. The other recommendations made at the last inspection will be looked at in full in the next full inspection.

3. Requirements and recommendations

There were no areas of non-compliance identified at this inspection. We made a recommendation in relation to ensuring that CIW is notified in a timely manner of any referrals made to the safeguarding board. This has been highlighted at the end of this report.

1. Well-being

Summary

Outcomes for children are positive. They enjoy their play opportunities and they are well supported by staff. Children are settled and happy and are developing friendships with their peers and are learning valuable social skills. This was a focussed inspection, therefore, we did not inspect the theme of well-being in full, but rather undertook limited observations of the children's play and interactions in the outdoor play area.

Our findings

Overall, we found children to be happy, settled and well occupied. The pre-school aged children benefit from being able to move freely between their base rooms and the outdoor play area. Because the numbers of children are reduced towards the end of the day, older and younger children have an opportunity play together. For example, during our visit we noted that the group made the most of a bright sunny day and they played in the garden before home time. We saw children enjoying playing with a good selection of toys and resources. We noted that the pre-school children were engaged and they happily shared toys and resources with the younger aged group. We observed children approach staff freely, asking questions and chatting about their play and things of interest.

Children follow instructions well and are familiar with routines of the nursery. We heard staff chatting to children in a relaxed manner allowing time for children to express themselves or have their choices heard so that children did not feel rushed. We saw some children playing with construction toys and they looked absorbed in their building activity. When they needed help with the construction, they looked around as if to ask for help. We saw that a member of staff noticed that the children may need some help and the member of staff readily joined in. The staff and children discussed how they could reinforce the bricks to keep their building sturdy and the children were delighted by the help the adult gave. Once the issue was resolved the member of staff skilfully removed themselves from the activity in order to allow the children to continue the task unaided. We noted that at the end of the day the children left the nursery happy and being animated with their parents telling them about their day.

2. Care and Development

Summary

Staff are committed to providing good quality care for children at the service. They are suitably qualified and knowledgeable about child development, ensuring individual needs are met. Mandatory training such as safeguarding, paediatric first aid and food hygiene is updated in a timely manner and staff regularly attend training to ensure that their knowledge of best practice is up to date. They are fully aware of key policies such as managing behaviour and consistently work in line with these. They deal with children's social behaviour in a pro-active way. Sound processes ensure that the health, safety and well-being of children are regarded as a priority. The service is continuing to act in line with National Minimum Standards and Regulations.

Our findings

Staff have a good understanding of how to keep children safe and healthy. There is a comprehensive safeguarding policy, including 'Prevent' which is a government initiative to support childcare providers to recognise signs of radicalisation. Staff we spoke to were confident about how to refer concerns. However, we noted on occasions when referrals were made, that the service did not formally notify CIW as required. We discussed this with the nursery manager who told us that this was an oversight. She assured us that in future a prompt notification would be submitted to CIW. The service operates a healthy eating policy, providing healthy snacks and drinks.

Staff are consistent in their approach to managing interactions. They are good role models, treating children and each other with respect. There are high expectations of behaviour and we saw that there is a positive behaviour policy which staff are confident in implementing. We heard lots of praise and reinforcement of positive behaviour. We were told that children with more challenging behaviour are supported with individual targets and staff work closely to support individuals as required according to their needs. On the day of the inspection behaviour was very good but when reminders were needed staff did so in a sympathetic manner. The setting's policy states that if repeat unwanted behaviour is displayed that the nursery manager would invite parents for a meeting where a joint strategy with parents to support their child at home would be agreed. There are effective systems in place to ensure that interactions are managed in a positive and consistent way. Staff know children well and meet their individual needs. The service operates a key worker system with each member of staff having responsibility for a small group of children. This ensures consistency and continuity.

3. Environment

Summary

This was a focussed inspection; therefore, we did not inspect the environment in detail on this occasion. This theme will be considered in future inspections. However, we carried out a brief visual check of the premises and noted that appropriate safety measures were in place to keep children safe and that children are cared for in an environment that meets their needs. Indoors the playrooms and bathroom areas were both seen to be well organised and kept clean and regularly supervised by staff.

4. Leadership and Management

Summary

This was a focussed inspection; therefore, we did not inspect the leadership and management in full. This theme will be examined in detail at the next full inspection. The nursery manager has been in the post since January 2019; she has a clear vision about the service and aims to continue to make improvements for the benefit of the children and their families. The service has begun to address the recommendations raised at the last inspection in March 2019. There are effective monitoring systems in place. Staff receive good support to provide a service within which children are kept safe and are able to maximise their potential.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

In order to further develop the service and improve outcomes for children the manager has agreed to continue to address the recommendations raised at the last inspection in March 2019:

- 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.

In addition the manager has agreed to address the recommendation from this inspection:

- Ensure that CIW are notified when referrals are raised with external agencies or of any significant event occurring in the nursery.

6. How we undertook this inspection

This was a focused, unannounced inspection undertaken following a concern raised, which we considered as part of the inspection process. The inspection was carried out by one inspector during one visit. Information for the report was gathered from the following:

- Observation of care practices and interactions between staff and children;
- a visual inspection of the premises;
- brief conversations with children and staff and discussions with the PiC ;
- scrutiny of some service documentation and records and
- information held by CIW including the last inspection report.

Our findings were fed back to the PiC, on the day at the end of the inspection and recommendations discussed in full.

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

www.careinspectorate.wales

7. About the service

Type of care provided	Childrens Day Care Full Day Care
Responsible Individual	Adrian Bowcher
Person in charge	Hayley Downing Charlene Burgess
Registered maximum number of places	58
Age range of children	From three months to four years
Opening hours	Monday to Friday 7.30am to 6pm throughout the year
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	4 March 2019
Dates of this inspection visit(s)	10 May 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: None	

Date Published Wednesday, 3rd July 2019