



Childcare Inspection Report on

Plantos Limited

**Wern Fawr House
Eastern Business Park, Wern Fawr Lane
St Mellons
Cardiff
CF3 5XA**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



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Ratings	What the ratings mean
Excellent	These are services which are committed to ongoing improvement with many strengths, including significant examples of sector leading practice and innovation. These services deliver high quality care and support and are able to demonstrate that they make a strong contribution to improving children's well-being
Good	These are services with strengths and no important areas requiring significant improvement. They consistently exceed basic requirements, delivering positive outcomes for children and actively promote their well-being.
Adequate	These are services where strengths outweigh areas for improvement. They are safe and meet basic requirements but improvements are required to promote well-being and improve outcomes for children.
Poor	These are services where important areas for improvement outweigh strengths and there are significant examples of non-compliance that impact negatively on children's well-being. Where services are poor we will take enforcement action and issue a non-compliance notice

Description of the service

Plantos Limited is located in St Mellons, Cardiff. The company is registered with Care Inspectorate Wales (CIW) to provide day care for 44 children up to 12 years. The nursery cares for children between six weeks and eight years old from 8.00am (7.30am upon request) until 6.00pm each week day throughout the year. A school drop-off and collection service is provided for pre-school children. Lowri Mifsud is the responsible individual (RI) for the service. She has appointed a person in charge (PiC) to run the setting on a daily basis, as well as a deputy person in charge. This is an English language service which uses a large amount of Welsh and has a very strong Welsh identity.

Summary

Theme	Rating
Well-being	Excellent
Care and Development	Excellent
Environment	Good
Leadership and Management	Excellent

1. Overall assessment

Children enjoy and learn from an interesting and stimulating range of experiences and activities. They are settled well into the service and are very at ease in their surroundings. Staff have thorough knowledge about the children's needs and provide nurturing, supportive care. The environment is safe, spacious and well-resourced and the outdoor area in particular provides exciting opportunities for play and learning. Children's needs are consistently well-met by highly skilled staff who are effectively deployed. The service has a strong leadership team who provide robust support to a long-standing staff team.

2. Improvements

The large rear garden has been significantly improved since the last inspection. An 'app' is now being used to record children's development and as a communication tool with parents, which has been very well received. All recommendations made following the last inspection have been actioned. These include completion of safeguarding training by the RI and updating risk assessments.

3. Requirements and recommendations

There were no non-compliance issues identified during this inspection. Recommendations are summarised in section five of this report.

1. Well-being

Excellent

Summary

Children have excellent opportunities to develop a wide range of skills and experiences, which promote their all-round development. Children interact well and receive responsive, individual attention and are able to relax and feel safe with staff members. Plentiful resources and careful planning ensure that outcomes for children are positive.

Our findings

Children are encouraged to make their own decisions about how they spend their time and they can choose from a variety of creative opportunities. Children's self-expression is encouraged and conversations are extended through staff showing interest and giving positive responses. For example, we heard staff asking children to describe how water felt as it trickled through their fingers and exploring how the water could be re-used. Children are not confined to playing within a group activity if they want to do something else and they move around the resources with ease.

Children are familiar with the routines of the service which gives them a sense of security and belonging. This is particularly evident when there are set times for group activities, such as meal times. In readiness for a snack, we saw children wash their hands and happily sit down by the table. Children's work and photographs are displayed around the building and this shows them that they are valued and gives a sense of ownership. Key workers strengthen the attachment and security of children to the service. We saw that children are valued as individuals and their own unique personalities are respected.

Children play very well together and are learning to share and co-operate. There were a number of instances when children waited their turn before using resources and equipment. They sat happily together during activities and were gently reminded by staff to use good manners. We saw children approach their peers to ask them if they would like to play. Where children were playing alone, they appeared content and were soon joined by others in their games. We saw children seek out staff members for comfort or to celebrate a success and bonds of trust were evident.

Children have excellent opportunities to develop new skills with the play and learning experiences provided. We found that children are curious and engaged learners who value the opportunity to explore the environment. Various activities linked to the current theme are offered and adapted for different age groups. Children enjoy contributing to and pre-empting familiar stories and are supported to use their imagination and be creative. For example, we saw children completely enthralled by an impromptu game of pretending to be different animals in the garden. They laughed excitedly as staff encouraged their ideas.

Children who wanted a quieter activity had plenty to choose from. Younger children have opportunities to engage with sensory activities and musical instruments.

Children are developing well as they have access to a rich play environment with many different learning opportunities. Children have very good experiences which support the development of confidence and independence skills. Children and staff sit together at meal times and use the opportunity to develop social interaction skills. Children are encouraged to be helpful, share ideas and listen to each other. Opportunities for children to choose and serve their own snacks and food are promoted.

2. Care and Development

Excellent

Summary

Children are cared for by well qualified and enthusiastic staff. Expectations of children's behaviour are consistent and interactions are well-managed. There are robust systems in place for monitoring children's progress. Each child's home languages is respected and there is a strong Welsh identity within the nursery. We saw some examples of skilful practice during activities and care in general is interactive, attentive and warm.

Our findings

There is a child protection policy in place and nearly all staff have undertaken safeguarding and Prevent training. (This is a statutory duty on providers to protect children from the dangers of extremism or radicalisation). Following discussions during the inspection, the provider has since updated safeguarding documentation for clarity. Children's specific dietary needs are clearly identified, there is a healthy eating policy and the service has completed the gold healthy snack award. Menus are displayed for parents to view and these showed that healthy options are provided each day. We saw that children were offered milk or water to drink at snack times, and children had access to drinking water throughout the day. Children develop an understanding of healthy lifestyles by receiving support to wash their hands before eating and after using the bathroom. Children brushed their teeth after eating as part of the Designed to Smile dental hygiene initiative. Active play is encouraged with children playing outside daily.

Staff manage interactions in a positive and pro-active way. There is a comprehensive behaviour management policy which sets out the strategies used to support children's social development and behaviour. Staff have consistent expectations of behaviour and work in line with their behaviour management policy. We saw that there was lots of praise for positive behaviour and when reminders were needed, they were done in a calm and quiet manner. Children responded well to requests from staff and if any minor disagreements occurred, staff intervened appropriately and they were quickly diffused. Staff are mindful of the age and stage of development of the children. A 'feelings board' is used to support children to learn about different emotions. Staff acted as good role models by promoting positive behaviour, giving compliments for successes and attempts.

Children are cared for by staff who are caring and responsive to their needs. They are enthusiastic which ensures that children's play, learning and development are promoted. Planning for activities takes into account the changing needs and interests of the children and are consistently evaluated. Some staff members have been trained to carry out Wellcom speech and language assessments for children. Children's development is monitored by their keyworkers and observations are uploaded to the 'app'. Parents have a unique log in code to access their child's information securely and confidentially.

Scrapbooks of children's work are also kept; we discussed dating the entries moving forward. The Welsh language is used extensively and some children are able to use basic Welsh with confidence. We observed a number of staff members creatively link their current theme of wild animals into a number of their activities. For example, children's imagination was encouraged by staff as they played in a wooden boat outside. This led onto a playful discussion about various animals and mammals they could see from the boat and how they might affect their 'journey'.

3. Environment

Good

Summary

The environment is spacious, safe and inviting to children. The nursery is situated on a business park and is fitted with good quality resources. All staff make good use of the indoor and outdoor space, ensuring that health and safety considerations are rigorously followed.

Our findings

Leaders ensure that safety and security systems are implemented well. There is a reception area where visitors sign in and out and a door entry system to prevent unauthorised entry. Registers of children's attendance are kept, including times of arrival and departure. The Public Health Wales infection control audit tool is used to monitor hygiene practices. The RI commissioned a private company to undertake a detailed health and safety audit of the environment in February 2019 to guide them. Risk assessments are regularly carried out and any hazards are identified and addressed at once. Important safety checks such as annual gas service, practice fire drills and valid insurance were documented. We saw that activities to encourage safe risk taking such as using bikes and slides are provided to offer safe challenges within a controlled environment. Accidents and incidents are suitably documented; these are usually audited monthly to monitor any trends which might occur, but this process was two months overdue at the time of the inspection.

Leaders ensure that the setting is well resourced, providing a safe and suitable environment for children to learn and develop. Rooms are inviting for the children that currently attend and nappy changing facilities were suitable. Each base room is arranged to enable children's easy movement and access to the resources promoting choice, decision making and independence. The kitchen is used for the preparation of meals and snacks. There is a separate office for confidential conversations. We noted some areas of the building, including the windows were in need of upgrading. The RI was fully aware of this and some improvements to the environment are already included in the setting's improvement plan.

Leaders ensure that children have access to a good range of resources that sustain their interest. Careful thought and consideration has gone into improving the outdoor areas, which we saw children relishing. Resources included a sensory garden, large wooden climbing frame/slide, ball pit, see-saw, rocking horse, construction toys, arts and crafts and water play. There is also a good selection of multi-cultural toys and books. Furniture is appropriate to the age of the children. Resources support the foundation phase curriculum and meet the needs and interests of the children.

4. Leadership and Management

Excellent

Summary

Managers have a sound vision and sense of purpose which sustains improvements and positive outcomes for children; this is shared with staff and parents. There are robust systems in place to monitor and evaluate all procedures, and partnerships are strong. Managers provide consistent support to motivated staff who are valued and who receive good developmental opportunities and supervision. We saw that the leadership team work together closely to create a purposeful environment in which children are able to maximise their potential and flourish.

Our findings

Leadership is proactive and the service is very well managed. There is a clear statement of purpose in place which provides an accurate picture of the service. Discussions showed us the RI, PiC and deputy PiC work together effectively to ensure all systems and procedures follow the regulations and National Minimum Standards. The service is registered with the Information Commissioners Office and good attention is given to protecting all personal information. There is a training plan which identifies the developmental needs of the team and a matrix to ensure all staff have the required skills and experience, and that essential training is planned well in advance.

There are excellent systems in place to monitor quality. The annual quality of care review outlines the methodology used to consult with and gather opinions from children, parents and staff. Feedback is also welcomed from visiting professionals. Questionnaires are used to seek parents' views and there is an open door policy where parents can meet with staff easily. Observations and discussions take place daily to assess and evaluate any improvements needed from the child's point of view. There is a complaints policy in place should this be required. This was reworded slightly during the inspection to be clear about the role of CIW regarding complaints. Staff told us that they feel their opinions are valued, and leaders told us that staff feedback is an integral part of performance management and support. There is a setting improvement plan which is constantly reviewed and updated.

Staff are deployed effectively and are clear about their responsibilities. They told us they feel very well supported and have access to ongoing training to enable them to carry out their roles to a high standard. Additional training included the United Nations Convention on the Rights of a Child, Motivating staff, Nutrition and Foundation Phase training. Staff receive regular one to one developmental supervision and annual appraisals. Managers told us that staff morale and teamwork is high on their agenda as this ultimately has a positive impact on outcomes for children. Scrutiny of staff files found all the information to determine staff suitability was in place.

Leaders have established highly effective partnerships with parents, the local community and visiting professionals. Policies and procedures are readily available for parents to read to ensure that they understand the working methods of the service. We found that parents are encouraged to visit the service and discuss any concerns if/when needed. Parents told us they were happy with the service provided and used words such as 'amazing', 'approachable', 'warm' and 'interactive' to describe staff and the service. We were told regular newsletters are sent out and that the 'app' being used aids communication. Leaders organise a parents' week to enable a convenient time for all parents to speak to their child's key worker.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None.

5.2 Recommendations for improvement

We discussed the following good practice recommendations with the leadership team:

- Date photographs/observations in scrapbooks;
- ensure system for monitoring accidents/incidents is routinely followed and
- continue with setting improvement plan in respect of the environment.

6. How we undertook this inspection

This was a full inspection which was undertaken as part of our normal schedule of inspections. We also considered a concern received prior to the inspection. One inspector completed two visits to the service, the first of which was unannounced. We:

- Spent almost 10 hours at the service observing children, their care and interactions;
- carried out observations indoors and outdoors to capture evidence of children's engagement and the care provided;
- reviewed information held by CIW;
- undertook a visual check of the environment;
- spoke to the a few children present, some staff present and three parents;
- looked at a range of documentation including children's records, statement of purpose, policies and procedures and planning records and
- feedback was given at the end of the second visit.

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

www.careinspectorate.wales

7. About the service

Type of care provided	Children's Day Care Full Day Care
Responsible Individual	Lowri Mifsud
Person in charge	Sarah Phillips
Registered maximum number of places	44
Age range of children	Under eight years old
Opening hours	8:00am-6:00pm (7:30am upon request) each week day throughout the year
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	21 July 2017
Dates of these inspection visits	02 and 03 July 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 is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service. We recommend that the service provider considers Welsh Government's <i>'More Than Just Words follow on strategic guidance for Welsh language in social care'</i> .
Additional Information: None.	

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