



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Inspection Report

Once Upon a Time Day Nursery

56 Railway Terrace
Llanelli
SA15 2RH



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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

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Summary

About the service

Once Upon A Time Day Nursery was registered by the CSSIW in September 2011 to provide a full day care service for a maximum of eighteen children aged 0-5 years. The setting operates from a two-storey detached house in Llanelli and is open between the hours of 8am until 6pm. Monday – Friday. The service is provided through the medium of English and incidental Welsh is also used. The named person in charge is Rachel Jones and the registered provider is Beverley Alldridge.

The provider is a member of a recognised provider organisation.

What type of inspection was carried out?

This was a scheduled, unannounced baseline inspection that looked at the four themes: quality of life; quality of staffing; quality of leadership and management; and quality of environment.

During the visit the following methodologies were used:

- Direct observation of interaction between staff and children.
- Discussion with staff on duty.
- Inspection of documentation at the setting.
- Observation of 1 child using the Short Observational Framework for Inspection (SOFI) tool. The SOFI tool enables inspectors to observe and record life from a child's perspective; how they spend their time, activities, interactions with others and the type of support received.

Further information for this report was gathered from:

- The setting's Statement of Purpose.
- The Quality of Care report submitted to CSSIW.
- The history of the registered setting held by CSSIW.
- The previous inspection report.

What does the service do well?

- The Nursery benefits from being run by a qualified and experienced primary teacher.
- Open evenings are held once a term for parents and key workers to discuss the children and any suggestions which arise during the term.
- A communications book is sent home with the children daily.
- The children benefit from a well established staff team as most have worked at the setting since it opened and staff turnover is low.
- The nursery organises outings for the children and recently went to Folly Farm

What has improved since the last inspection?

All five members of staff have started a Level 5 course in Childcare and Leadership

Staff have attended numerous courses throughout the year.

Two new policies have been produced in line with Flying Start requirements which are:

“Transition” and “Drugs and Alcohol”

Cot designations have been introduced, including information displayed by the cots about the children who sleep in them and their particular needs.

New sleep mats have been bought with individual covers

New display boards have been purchased for the “inside/outside room”

A new fence has been purchased for the garden

A new gazebo and parasol have been purchased for the garden.

The setting is about to complete the “Quality For All” award with a provider association.

What needs to be done to improve the service?

We found no areas of non-compliance with the “The Child Minding and Day Care (Wales) Regulations 2010”

Quality of life

Overall, we (CSSIW) found that children are secure, happy and comfortable with their carers and that the care given promotes warm relationships. Children attending the setting have access to an excellent range of play opportunities.

Children have choice and are listened to at Once Upon A Time Nursery. The findings of our observations showed that staff members spoke to children in the toddlers area of the nursery in a positive, warm manner, considering the needs of the children and offering choices. They were responsive to non-verbal communication and used a calm voice to encourage the observed children whilst they were playing with puzzles. The member of staff encouraged the children to take turns, introduced and repeated new vocabulary connected with the clothes and number puzzles and praised the children when they had achieved their tasks. The children were also listened to and treated with respect when they asked to choose a different puzzle to play with.

Children experience a sense of achievement because they are praised and their work is celebrated. We observed many instances of staff verbally praising children, saying, for example, 'Da iawn!' and 'That's it! Good girl!' at the same time justifying their praises with explanations of what they were being praised for, an example being, when a member of staff praised a child for eating all of his dinner. This was seen to have had a positive effect on the child sat next to him who peered over at his second helping and then put a spurt on eating their own food. Children's work was on display around the nursery and photographs of children completing activities in the nursery were displayed in the hallway.

Children are encouraged to develop an awareness of a healthy lifestyle because they were offered healthy food options and plenty of opportunities for physical activities. A member of staff was employed to provide freshly prepared lunch time meals, in line with a two week rotating menu. We observed the children enjoying freshly cooked pasta bake and cake and custard on the day of the inspection. We observed that fresh drinking water was available at all times for the children. We saw the staff members promoting the children's awareness of personal hygiene and safety, and encouraging the children to act appropriately and independently. Whilst independence was encouraged, staff members were constantly at hand to support, guide and prompt the children as needed. We also observed the staff singing and dancing with the children, first thing in the morning, to the Busy Feet programme the staff had been trained to deliver. Busy Feet is a programme which has been developed to encourage the children to be more confident and alert and to express themselves freely. The staff and the children were seen to be laughing and enjoying the fun together.

Children experience warmth, attachment and belonging because they are cared for by consistent staff members. In discussion, staff showed that they knew the children in their care well. They showed genuine affection for the children and we observed children being cuddled and spoken to kindly.

Quality of staffing

Children benefit from care given by calm, competent staff because all staff were suitably experienced, qualified and had been there for a number of years. In the interactions that we observed, staff spoke in a calm and positive manner to the children, encouraging them in their play and skill-development. The behaviour of the 10 children in attendance during the inspection visit was excellent and they were positively occupied with activities throughout. The staff we spoke to showed that they had a clear understanding of their roles in the nursery. They also told us that they felt able to talk to the registered provider about work-related issues that arise, on a daily basis if needed. The person in charge confirmed that all staff had undertaken training in First Aid and valid certificates were seen to be in date and that all staff had had Child Protection training, three had reviewed it within the last year and the other two staff members were about to review theirs on line. All five members of staff have started a course on Childcare and Leadership Level five. One member of staff had completed a ten week Elkan Speech and Language accredited course. Several staff had also attended courses on ADHD and Autism, Equality and Diversity, Maths through the Foundation Phase and Outdoor Play. Children had good interactions with the staff and felt confident in approaching them when they wanted something.

Children were cared for by familiar staff as turnover and sickness rates were low. All staff were motivated by a supportive and enthusiastic registered provider who supported them daily and via regular supervisions, annual appraisals and by giving them extra responsibilities and roles associated with their individual strengths and interests. Through observations and discussions with the person in charge and staff, it was evident that the children benefitted from the knowledge and understanding which the staff portrayed, regarding each child's needs and wellbeing.

Parents can be confident in the care of their children because staff know what their individual needs are. We saw comprehensive children's records which had been completed prior to admission. These records contained information about the children's medical and dietary needs, likes, dislikes and routines as well as permission request slips for activities including outings and the use of photographs, amongst others. We discussed the key-worker system with the person in charge. Members of staff are allocated a group of children who are sensitively grouped in accordance with a member of staff's experience. The keyworkers meet and greet the parents of their allocated children in the mornings and at home times but also get to know the parents of the other children in case a keyworker is ever absent. The staff members we spoke to were clear about their roles and responsibilities.

Child care at the nursery was observed to be relaxed and friendly between the staff and the children because staff used distraction techniques to manage any behavioural issues and also discussed topics, such as the importance of sharing and being kind, to instil moral values and a feeling of belonging. Staff also worked well as a team and were supportive of each other which was evident through discussions and observations which also helped with the relaxed, friendly atmosphere.

Quality of leadership and management

People using the service were clear about what it sets out to provide as the nursery encouraged a good working partnership with parents. New parents were welcomed into the setting. There was clearly a sharing of information and details about the setting, information about individual children and parent's expectations. The statement of purpose and the additional information on the premises provided a good standard of information for any prospective parent to make an informed choice. This document as well as the policies and procedures were reviewed and updated as required. The aims and values of the setting were clear and were demonstrated in all areas of the setting and in children's development. An About Us file was available on the settings website for new parents to access.

Parents who used the service were actively involved in defining and measuring the quality of the service because children and parents were consulted about the service provided. A detailed Quality of Care Report had recently been produced following a review of the service during which both parents and children had been provided with questionnaires which we saw to be extremely positive and complimentary. The nursery showed a good commitment and effective capacity to maintain continuous improvement and this was evidenced in the staff's continued professional development, the quality of care report, the activity planning and parental questionnaires. There was daily communication with the parents, verbally and via a communications book which we saw to be contributed to by both the parents and the staff. Parents evening took place to discuss the progress and development of the child and the next step in the child's development. Child development tracker sheets produced by Flying Start were also used in defining a child's development. Transition between home and nursery and nursery and school were seen to be important to the staff and the nursery had recently produced a transition policy document.

Parents can be confident that their children are safe because the nursery was seen to be well run, with extra care and attention to minimum standards and regulations. Children's safety was well supported with strong policies and procedures for safeguarding children. Accidents and incidents and medication records were maintained and it was evident through observations that safety measures were in place to ensure the safety of the children at all times. Parents were consulted and their views were considered when the nursery produced its quality of care report.

Children experienced an improving service which they and their parents can rely upon. The improvements made since the last focused inspection in May 2013 show that the staff remain committed and motivated in providing good practice for the children. The person in charge told us that the setting had shared good practice examples from their nursery with other Flying Start nursery providers during termly meetings. Risk assessments were confirmed as being in place by the person in charge and were updated accordingly. There is good evidence that improvements have been identified, carried out and sustained over time.

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Quality of environment

Children feel valued by the environment which was seen to reinforce a sense of identity and personal worth because the nursery was in good decorative order, with recent examples of children's work on display and interesting activities both indoors and outside available to encourage children's involvement. Children enjoyed the service in an environment that made excellent use of space, including an indoor/outdoor play area which provided the children with enjoyable and challenging experiences, which helped them to develop their knowledge, skills and understanding. The setting had a range of resources and equipment, which were continually reviewed, kept in good order and were appropriate for the age and development of the children. This contributed well to the development of children's individuality, confidence and self-esteem. Children's craft work and interactive displays, along with displayed photographs, helped to provide a welcoming and stimulating environment. Staff showed great awareness of the children's individual capabilities.

Children benefitted from being able to play with others and develop relationships in communal areas and yet had their own private space should they need it. The children were able to move confidently from one activity to another. Children had direct access to the garden and the outdoor play sessions were incorporated into the daily routine. During the inspection visit the children did not play outdoors as it was pouring with rain and the children had been playing outside a great deal during the recent dry weather. The outdoor play areas offered the children excellent opportunities for physical play and for discovering the natural world around them. The person in charge confirmed that the children were always supervised whilst playing outside.

Children benefitted from the range of facilities and equipment provided to meet their particular needs and good maintenance ensured their safety. This was seen during the inspection as the children had access to furniture, equipment, toys and materials that were appropriate and suitable for their needs. There were sufficient resources to provide stimulating activities and play opportunities for the children in all areas of play, learning and development. The person in charge confirmed that the toys were regularly rotated and that there were systems in place for their cleaning and maintenance.

Children benefitted from being in an environment which was physically safe. This was because children were cared for in an environment that was safe, secure and suitable for their purpose. We saw the doors to be securely locked, security cameras were in place on entrances, exits and the main hall and there was a signing in book for visitors. The premises were clean, comfortable, smoke free and cheerful. We evidenced this through observations and discussions during the inspection visit.

How we inspect and report on services We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focussed inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.

