



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

Toybox Nursery

33 Oakfield Street
Roath
Cardiff
CF24 3RE

Type of Inspection – Focussed
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Summary

About the service

The Toybox Nursery is situated in Roath, Cardiff, in a converted traditional bay fronted house. The building is detached with two floors and a garden at the rear. The registered provider is Anne Thomas, who has appointed a manager to run the nursery on a day to day basis. The nursery is registered to provide day care for a maximum of 30 children aged between six weeks to four years and eleven months. The language of the setting is English.

What type of inspection was carried out?

The Care and Social Service Inspectorate Wales (CSSIW) carried out a scheduled, unannounced, focussed inspection. We concentrated on the quality of life theme for children using the service, although we also discussed issues with regard to personal care, the Welsh language, personnel and children's independence. Prior to the inspection we read and analysed information held by CSSIW about the setting. Present at the inspection were the provider, the manager and care staff. We spoke to three parents.

What does the service do well?

Parents are regularly kept fully informed of their child's achievements and positive feedback from parents demonstrates their satisfaction with the service provided to their children on a daily basis.

What has improved since the last inspection?

Since the last inspection the provider told us that she has commissioned a specialist company to provide guidance so that she can set up an improved, up to date system for staff supervision and appraisal.

What needs to be done to improve the service?

No non compliance notices have been issued following this inspection. The following practice recommendations have been made.

- Remedial work to the areas in the front room and office walls should be completed as soon as possible. Following our inspection the responsible individual confirmed that a heat exchange system has been installed the room redecorated.
- to ensure that any telephone or email notifications to CSSIW are followed up with the correct notifications form
- to consider how to incorporate the use of Welsh language into daily activities
- to make improvements in observing and recording children's developmental progress in relation to Birth to 3 Matters, in particular the recording of next steps.

Quality of life

Overall we (CSSIW) found that children were happy and comfortable with the staff and in their environment. Suitable activities and care were provided.

Children's rights are protected. Staff have developed positive relationships with parents. We observed staff providing verbal feedback to parents about their child's day in a professional, friendly manner. Parents spoke very highly of how staff reassured them about their children. One parent we spoke to said that staff had made them feel absolutely at ease right from the beginning. Another parent said, *"It feels personal, they all know my son, any of them would know how he's been."*

We followed up on an issue relating to privacy and dignity for children because the previous report of 6 February 2014 noted that staff checked for dirty nappies in the children's play rooms. We found that this matter had been addressed. The provider and the manager told us that staff take children to the baby changing room to check if they need to be changed. Staff we asked confirmed that they now follow this procedure.

Children's needs are met through appropriate observations and planning. Staff understand how to support children's development. We found evidence displayed that showed that appropriate learning frameworks are used to promote children's progress. We sampled observation sheets and children's individual development files and saw that staff were knowledgeable and had recorded appropriate, valuable information. However, we followed up on the recording of next steps for children as this had been highlighted in the previous report. We found that whilst this area was well addressed in the Foundation Phase records, it still needed improvement for younger children following the Birth to 3 Matters framework. We discussed this with the provider and manager who told us that they were aware that this specific area required improvements. The manager stated that she had plans to develop a more effective overall system.

We also followed up on the promotion of the Welsh language as it had been highlighted in the previous report. We found that this had been partially addressed. We observed that one staff member is a Welsh speaker, that staff are attempting to learn Welsh from them and that Welsh resources are available. However, we felt that more could be done to actively implement the use of the language and we discussed this with the provider, who agreed with us and stated that it was already under consideration.

Children's development is promoted through healthy food and drinks. The nursery employs a dedicated cook who provides for the nutritional needs of children. We observed that children were eating healthy snacks and staff confirmed that children are provided with water or fruit juice appropriately diluted. We saw a baby enjoying their lunch and making appreciative noises. Staff showed us that children had leek and mushroom pasta bake and cheese, leek and potato pie with baked beans.

Children experience warmth, attachment and belonging. Staff have developed bonds with children and treat them affectionately. We heard staff praise children and go down to the child's level to talk to them. One staff cuddled a child because they had woken up and were missing their mother. Parents were very happy with the care staff provided and one had recommended the nursery to friends. A parent told us that they had picked Toybox for their child because, *"I felt he would be cared for, not just a number, they made a fuss of him, knew his name and what he liked."*

Quality of staffing

This inspection focussed on quality of life. CSSIW did not consider it necessary to look at the quality of staffing on this occasion. This theme will be considered at future inspections.

Quality of leadership and management

This inspection focussed on quality of life. CSSIW did not consider it necessary to look in any detail at the quality of leadership and management on this occasion. This theme will be considered at future inspections.

However, we followed up on one matter because the previous report had highlighted that the existing staff supervision and appraisal system was dated and should be improved. We found that this matter had been addressed. The provider and manager informed us that a specialist company had been commissioned to provide guidance relating to staff management. We were informed that the company had been to the nursery twice and were due again the day after our inspection. The provider said that they were helping her to set up a system and implement changes.

Parents can be confident that the provision is usually well run through good leadership and management. However, during the inspection we were told that the property had been burgled earlier in the year. We discussed this with the provider who told us that they had telephoned CSSIW regarding this incident. We have supplied the manager with information regarding the correct process to notify us of significant events. The manager stated that she would ensure that she provided CSSIW with details of the burglary using the required procedure and ensure CSSIW is notified of any significant events using this format in the future.

Quality of environment

This inspection focussed on quality of life. CSSIW did not consider it necessary to look in any detail at the quality of environment on this occasion. This theme will be considered at future inspections.

However, we followed up on a recommendation from the previous report of 6 February 2014 which noted that the messy area and play room could be adapted to provide more independence and free access for children in line with the principles of the Foundation Phase. We found that this matter had been addressed. We were shown that doors between the areas are now left open to allow free flow for children between the rooms and also to the garden. During the inspection we saw that children were moving independently around the downstairs areas and the garden.

The provider informed us that the exterior walls of the side of the property are being re-rendered and we saw that builders were on site and had erected scaffolding in preparation for carrying out the work. A risk assessment had been undertaken regarding this matter. On the day of the inspection we also noticed damp areas under the bay windows in the office and a downstairs room used by children. We found that the wallpaper was discoloured with black patches. Following the inspection the provider informed us that a builder has visited the nursery and recommended improved ventilation. A heat exchange system has now been installed to address this matter.

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.