



## **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**

#### **Destinys Child Day Care Limited**

New Dixton Road  
Monmouth  
NP25 3PR

**Type of Inspection – Focused**  
**Date(s) of inspection – 19 December 2012**  
**Date of publication – 15 February 2013**

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## Summary

### About the service

The service is registered to take up to 42 children up to 8 years of age. Only 15 children may be under the age of 2 years. The nursery provides after school provision for several children up to the age of eight years. These are included, of course, in the numbers registered and a member of staff is brought in to care for them.

### What type of inspection was carried out?

The unannounced inspection focused on the quality of life theme and considered the experience of the children using the service. Information for the report was gathered from observation of the care provided, discussion with staff and parents, a sample of records and a discussion with the Registered Manager.

### What does the service do well?

The service provides a stimulating environment where children feel safe and where parents are able to contribute to the child's care.

Children are provided with a healthy diet with a good range of menu, which is easily available for parents to view.

Children were active and positively occupied and the staff were supportive, accessible and motivating the children.

### What has improved since the last inspection?

Updates on child protection training to staff, suggested in the previous inspection, had not been completed but, the registered manager assured me that they were being undertaken in the next few months.

### What needs to be done to improve the service?

The nursery need to inform CSSIW that the refresher child protection training has been completed. The service would benefit from registration for the Gold Healthy Snack Award and Design to smile initiatives.

## Quality of life

Overall the children have a good quality of life, where staff provide a stimulating environment, and children are kept active and positively occupied. Parents are communicated with regularly and children receive a healthy diet.

Children and their parents have a voice, are treated with dignity and respect, have choice and are made to feel safe.

The nursery creates an environment where contributions from parents are welcomed, listened to, and if practicable, acted upon, particularly in relation to the care of the child. Parents spoken with were impressed with the nursery's policy of communication. They are regularly provided with information and spoken with at each "pick up". There was evidence of children making choices, within their play areas, and children were asked to suggest what they might do for the next activity. The environment is safe and records indicate the register is maintained. The service needs to ensure that child protection training is updated. Throughout the inspection, interactions between staff and children were very positive and respectful.

Children experience well-being and a sense of achievement, are able to access opportunities to learn, are active and positively occupied and experience time out of doors.

Staff, in all age areas, are motivated, skilled and very supportive in encouraging children to be active and to learn through play. Staff have received Foundation Phase training, through the Local Authority, and topics are planned to relate to most areas of the foundation phase. Once again, choice was encouraged and children were allowed to flow between activities that were made available to them. In the baby room (0-2) children were making evident choices and were happy and smiling whilst enjoying the play. Staff understood needs, from the outset of the child's admission, and this was evidenced, in the inspection, as individual needs were catered for. Photographic evidence demonstrated activity out of doors and the recent Christmas trip to see Santa seemed to be fun for the children. Christmas decorations, made by the children, which had adorned the rooms, were being packed for children to take home. All three areas were "busy" and children were involved in a variety of active and stimulating activities. Parents spoken with said their children are always bringing home art and craft items they have made.

Children are encouraged to gain independence, benefit from a healthy diet, experience appropriate, responsive care and are given opportunities to participate in outdoor play.

The nursery inform parents that they endeavour to encourage independence, within daily living, as much as they are able. Coat hooks are at a level suitable for the age group and children leaving the setting went to put their own coats on. Children were prompted to wash their hands before snacks and meals and after toileting. Meals and snacks are based on a healthy diet and encourage the "five a day principle". Children were seen to enjoy snacks at tea times and were encouraged to eat as much as they could. Although the inclement weather prevented outdoor play, the front garden provides a secure, enclosed outdoor play area for the children.

Children experience warmth, and attachment, supported to deal with difficult feelings, are encouraged to manage behaviour, positively and experience well-being because their needs are anticipated.

Children in all the age areas are treated with warmth and respect and staff engaged with the children, constantly supporting their wishes. There was evidence, throughout the inspection of the way children are positively supported. In the baby room a child was cuddled and supported after he had just woken up. Children are able to bring comfort items to the nursery e.g. a child's blanket from home. The child who had more difficulty feeding himself was aided but also encouraged. Transition from the baby room to toddler room is done progressively, with visits beforehand. A child was praised for stopping an inappropriate behaviour, when asked to do so. Parents spoken with said their children comment on their "great day" and don't want to "come home". Older children spoken with said they enjoy all the things they do and one commented on the 'great' Santa visit.

## Quality of staffing

This inspection focused on the quality of life. CSSIW did not consider it necessary to look at the Quality of staffing on this occasion because the focus was on the experience of service users. However, this theme will be considered during future inspections.

## Quality of leadership and management

This inspection focused on the quality of life. CSSIW did not consider it necessary to look at the Quality of leadership and management on this occasion because the focus was on the experience of service users. However, this theme will be considered during future inspections.

## Quality of environment

This inspection focused on the quality of life. CSSIW did not consider it necessary to look at the Quality of environment on this occasion because the focus was on the experience of service users. However, this theme will be considered during future inspections.



**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.