



## **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 – Baseline**  
**Date of inspection – 25 November 2013**  
**Date of publication – 3 January 2014**

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## Summary

### About the service

Destiny's Child Day Care Limited is registered to provide day care for up to 42 children aged under 8 years. The nursery occupies a converted, detached house on the outskirts of Monmouth with the benefit of spacious grounds. It is open between 8 am and 6 pm. The nursery is managed by the responsible individual who is supported by a suitably qualified deputy. The setting is a member of the Welsh Pre School Play group Association (WPPA).

### What type of inspection was carried out?

This was an unannounced, scheduled, baseline inspection. The inspection looked at all four quality themes.

Evidence for this report came from:

- Direct observation of child care practices, activities and routines of the session.

- Direct observation of the interactions between staff and children.

- Discussion with the responsible individual, deputy and other staff.

- A review of a sample of operational records and documentation.

- A visual check of the premises.

- Observation of children 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.

- Discussion with one parent.

- Consideration of the information provided in the Service Data and Self Assessment documents.

- A review of one staff questionnaire received at the inspection.

### What does the service do well?

We did not identify any specific areas of excellence during this inspection over and above that expected by the National Minimum Standards for Regulated Child Care (NMS).

### What has improved since the last inspection?

The responsible individual told us (CSSIW) that the setting has:

- Achieved the Health at Work - Small Work Place Health Award which considered a number of areas of practice within the nursery, including the Health and Safety of children and staff and the nutritional value of the food provided.

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

We notified the responsible individual that the setting was not compliant with Regulation 16. This is because an annual quality of care review has not been undertaken and a quality of care review report could not be evidenced. This review should include the views of both parents and children and be made available to all service users.

Good practice recommendations were made at the inspection which would help develop the service and improve outcomes for the children and parents using the setting:

In order to improve children's play and learning experiences:

Activities in the pre-school room should be in line with the Foundation Phase for Children's Learning; Ensure that opportunities to develop children's social skills are promoted. (NMS 6, 7)

In order to improve the environment for the children:

Ensure that the premises is in a suitable state of decoration and minor safety issues are addressed. (NMS 7, 22 and 24)

In order to provide clarity for parents:

Update the complaint procedure to ensure that it reflects the new practice by CSSIW with regard to dealing with concerns and provides the correct address for CSSIW (NMS 19); Review the statement of purpose so that it contains all of the information outlined in the National Minimum Standards for Regulated Child Care and reflects the service currently provided (NMS 1).

In order to improve the management of the service:

Ensure that record keeping is in line with the NMS; Ensure that supervisions are held regularly and records maintained; Ensure that staff levels are maintained appropriately. (NMS 15).

## Quality of life

Overall, we (CSSIW) found that the setting provided a satisfactory range of activities. In general resources were organised to promote children's choice although this is an area that can be developed. Children were provided with some time to play outside but opportunities to experience outside play should be extended. Children were secure, confident and happy with their carers and in their environment. Staff demonstrated a genuinely warm and caring approach.

Children using this service generally experience well-being and a sense of achievement. A range activities are planned which link to themes such as Autumn and Christmas. However, we could see that the Foundation Phase and the seven areas of learning could be better applied. We saw that children had limited free choice. We saw mark making, jigsaws and block play available. More choice of activities and areas of continuous provision should be set up to ensure that children's development is promoted in all areas of learning. Sand and water should be available every day and the home corner should be made more inviting to encourage the children to use it. We watched one child undertaking a craft activity and we saw that the child was well supported by the staff member, but the activity was quite prescriptive. This did not allow the child to explore the materials or use his imagination to create his own picture. Staff listened to children attentively and language development was promoted, particularly during a circle time activity looking at shapes and colours of blocks. We saw that children in the baby room were able to move about freely and choose their own toys. We spoke with the staff who told us that activities were planned to provide sensory experiences such as playing with gloop and shaving foam. Staff told us children currently sit in high chairs to enjoy these. We discussed providing children with age appropriate seating that enables them to all sit around a table together to increase their enjoyment and provide a more social learning experience. Some staff had undertaken training in Welsh and staff told us that the Welsh language is introduced through circle times. However, opportunities to use incidental Welsh were lost. We saw that children were given equal opportunities throughout the inspection.

Children have some opportunities to develop skills and experience time out of doors. The setting has a number of outdoor play spaces children. However, due to the layout of the premises, children are not able to access these freely and we saw some opportunities to take children outside were lost. We saw children getting restless indoors but staff did not provide them with an opportunity to go outside until after lunch. Outside we noted that the children were relaxed and happy and enjoying the climbing frame, swing and play house as well as creating their own games. Outdoor play should be undertaken as much as possible as, particularly for the over 3's, children should have outdoor play in line with the Foundation Phase whenever possible. The staff told us that the outside play space provided for the babies is currently not usable as the surface is slippery. Opportunities should be provided to ensure that the younger children are able to access the outdoors regularly.

Children are generally helped to look after themselves and gain independence. We saw children being encouraged to put on and remove their coats, take off their wellingtons and learn about personal hygiene, with support provided when necessary. However, we saw that children could not easily access painting aprons and wellingtons were all placed in large boxes making it difficult for children to find the ones they needed. At meal and snack times opportunities for children to develop self help skills were lost. Introducing an element of self-service for older children would promote independence

and develop their self esteem. Snack times were set. In order to increase children's sense of choice and independence consideration should be given to introducing a rolling snack programme for the over 2's.

Children benefit from a healthy diet. The setting was awarded the 'Health at Work – Small Work Place Health Award' in January this year which looked at the nutritional value of the food provided for the children as well as a number of other areas. The nursery employs a chef to prepare all the meals and snacks. The chef told us that she had recently undertaken a course in Nutrition for Under 5's and was up to date with her Food Hygiene training. The responsible individual is also a trained chef and has level 3 training in food hygiene. We saw a comprehensive menu displayed for parents. We saw the older children enjoying beans, sausages and mash potato for lunch, with ice cream for pudding. Children were provided with extra helpings if they wished. However, afternoon snack was a cream cracker with butter and plates were not provided. A variety of snacks should be provided at each snack time in order to introduce an element of choice for the children. Children would benefit from the Design to Smile Initiative which encourages children to brush their teeth after snack and meal times.

## Quality of staffing

Overall, we found that children benefitted from a consistent team of well qualified, experienced and genuinely caring staff. Staff generally engaged well with the children and understood their individual needs.

Parents could be confident in the care provided for their children because staff were experienced and well qualified. The responsible individual has an NNEB. The deputy and the member of staff in charge of the baby room both hold level 4 qualifications in child care. Four of the remaining six staff hold suitable child care qualifications in child care. The responsible individual told us she had a comprehensive system of monitoring staff training and from discussion with her it was evident that an appropriate number of staff held qualifications in first aid, food hygiene and child protection. Staff told us that they had recently attended additional training in the Foundation Phase and Welsh and it was evident from discussion with the staff that they felt the management supported their training needs.

Care given was relaxed and children generally had good interactions with staff. The responsible individual had ensured that throughout most of the day staff to child ratios were in line with those expected by the National Minimum Standards. We saw staff engaging naturally and warmly with the children. We saw older children approach staff confidently. We saw staff providing cuddles and comfort and staff told us that babies were held whilst being bottle fed. Staff told us that all children have key workers to support their emotional needs and aid communication with their parents/carers. We saw staff exchanging details about each child's day in an informative manner with parents/carers. However, there were insufficient staff to cover staff breaks appropriately and we saw some staff had to take their lunch break with the children which had an impact on the ability of staff to engage appropriately with the children during these periods. Staff told us that they sometimes took their breaks whilst monitoring the children sleeping. Staff must take breaks away from the children. Although staff interacted with children during lunch and snack times opportunities to promote language development and fully engage with the children were missed as staff did not sit with the children. Staff told us that younger children currently sit in high chairs in a row. Providing appropriate seating so that they may sit around a table would help develop and promote their social skills and improve interaction further with staff.

Children feel secure and are provided with a sense of belonging which fosters their self esteem. The staff group was consistent and from discussion with the staff it was evident that staff knew the children and their families well. Children's behaviour was positively reinforced and we saw staff continually praise the children for taking part, their work and their efforts. Children had space for their belongings and they were proud to show us their work which was attractively displayed.

Children were safe in the care of the staff team because an appropriate number of staff have undertaken training in child protection. The responsible individual has undertaken level 3 training in child protection and key staff within each age group had level 2 child protection training. The responsible individual told us that all other staff received training in child protection as part of their induction. The responsible individual and staff spoken with understood their role in this area and were aware of the processes to follow should they have any concerns about a child's safety or welfare.

Children's needs are appropriately supported by staff who understand their preferences.

Appropriate admissions and settling in policies are implemented. Through discussion it was evident that staff ensure they are aware of each child's routines, needs, likes/dislikes and dietary requirements. Children with special needs were welcomed and staff have undertaken training such as Makaton, to support individual children.

## Quality of leadership and management

Overall, we found that the setting was reasonably well run. However, there were a number of areas in relation to the way in which the service is run which could be improved.

Parents using the service could generally be clear about what the service sets out to provide. The service has a statement of purpose which is shared with parents together with policies, procedures and contract. The statement of purpose should be reviewed in order that it contains all of the information outlined in the NMS and reflects how the setting is currently run. A copy of the revised version should be provided to parents and forwarded to CSSIW. The parent notice board displayed information for parents such as the menu, routines and previous inspection reports.

Parents could generally be confident that their children are safe because the setting is reasonably well run, although further care and attention must be paid to the National Minimum Standards and Regulations. We saw that registers of staff present were not accessible to staff. A record of medication administered was maintained. However, only verbal permission from parents was obtained. Discussion with the deputy and responsible individual confirmed that staff have been through suitable recruitment and induction procedures to ensure fitness prior to having regular unsupervised contact with children. However, one of the staff files viewed did not contain all of the information required by the Regulations. The responsible individual advised us that some information was not held as it had been destroyed during a flood and this had been discussed with CSSIW previously. A check list should be provided at the front of each file in order to evidence which information had been sought and would clarify which information had been destroyed. The deputy told us that staff received appraisals twice a year. Staff should also receive regular supervision meetings so that they may reflect on their practice and consider their developmental needs. The setting should refer to the Care Council for Wales' guidelines on staff induction, supervision and appraisal for further guidance. We saw records of accidents and incidents maintained appropriately. Registers of children were maintained.

Children, parents and staff could generally experience an improving service in which they are actively involved in defining and measuring the quality. The setting regularly reviews the service, seeks the views of both children and parents and involves them in future plans. The responsible individual told us that children were asked their views on what toys, equipment and activities they would like to see. The setting has recently bought spades and gardening equipment as the children said they would like to do 'digging'. The responsible individual told us that parents were regularly given questionnaires. As a result of recent questionnaires the setting had introduced greater variety into the menu. The responsible individual informed us that staff met regularly and their suggestions were encouraged. However, the setting has not provided an annual quality of care review report. This has been identified as an area of non compliance.

## Quality of environment

Overall, we found that children benefitted from a welcoming and homely environment. However, there were some issues identified in relation to the building and outside play spaces which need closer attention.

Children were generally cared for in an environment which was suited to their needs because the main play rooms used were bright and child friendly and there were three outdoor areas for the different age groups. Children's own work was displayed attractively throughout the nursery. There were named hooks for children to put their coats and places for them to put their paintings and craft work etc. Unfortunately, we saw that the decking area used for the babies was unable to be used as the surface was slippery. Older children had access to a large garden at the front of the building. We identified a number of issues in relation to the decoration of the property. Paint in some areas of the setting was peeling. The children's washrooms displayed quite a lot of damp and tiles were missing from the wall. The responsible individual told us that she has received advice from a builder and Environmental Health. However, she told us that Environmental Health had not seen the damp during the winter. Environmental Health should be contacted again for further advice.

The well being of children is generally promoted because there is a reasonable range of equipment and resources. However, we saw that there was only one painting easel and the home corner was not inviting for children to play in. Sand and water were not available. A new climbing frame has been set up in the front outside play area which we saw the children enjoying. Discussion with the deputy confirmed that the management has identified this space as an area to be developed in terms of resources and the creation of different play areas in order to provide stimulating and challenging learning opportunities for the children. How the steps are managed outside needs to be reviewed as currently one member of staff remains on the steps whilst the children play so reducing the level of interaction/engagement with children.

Parents could generally be confident that their children were safe because the responsible individual and staff at the setting had ensured appropriate procedures were undertaken to ensure children's safety. However, we saw the front door was not secured when open and this was discussed with the person in charge. Staff told us that they do not always use their washroom and we saw that hot water was not provided in the washroom used by staff in the baby unit. Mops used for cleaning were in reach of the children. These issues were discussed with the person in charge. The entrance door was fitted with an intercom and camera system. The responsible individual told us that the setting had undertaken a fire safety audit since the previous inspection. Through discussion with the person in charge it was evident that appropriate written risk assessments were in place and weekly checks were carried out and records maintained. We saw that staff made daily safety checks and these should be recorded as part of the risk assessment process. The responsible individual told us that all safety equipment and electrical items were checked annually. The outside area was fenced and kept secure. A record of visitors was maintained. Fire drills were carried out to ensure that children would know what to do in the event of an emergency and records were maintained. The setting has been awarded a level 5 food safety rating from environmental health.

**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.

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