

# **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**

#### **Lots of Tots (Canolfan Maerdy)**

New Road  
Tairgwaith  
Ammanford  
SA18 1UP

**Date of publication – 9 June 2012**

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## **Introduction**

Lots of Tots (Canolfan Maerdy) provided full day care, and the setting was situated a large single story building with an enclosed outside play area. The Nursery used one section of the building.

The Day Nursery was registered for 40 children aged 0 to 8 years. This was divided into 12 children 0 – 2 years, 16 children 2 –3 years, 6 children aged 3 -5 years and 6 children aged 5 -8 years of age.

The Responsible Individuals were Leonard Preece and Regina Clayton. Kathryn Lewis was the Person in Charge.

This was a scheduled baseline inspection.

## **Inspection methods**

One unannounced inspection

Gathering information from the self assessment of service document

Gathering information from the parent and staff questionnaires

Direct observation of activities, interactions and procedures.

Discussion with the Responsible Individuals Leonard Preece, the Person in Charge, staff, children and parents.

Inspection of selected documents as detailed within this report.

The absence of a reference to a particular fault or issue does not mean that it does not exist. It is the responsibility of the registered person to ensure that the setting operates in accordance with the relevant laws, regulations and national minimum standards.

## **Summary of inspection findings**

### **What does the service do well?**

Throughout the Nursery there was a relaxed happy atmosphere.

Staff child interaction was excellent.

Parents and their children were observed to be greeted warmly and messages were exchanged in a positive manner.

The setting helped to build the confidence of the children attending through a range of activities.

### **What has improved since the last inspection?**

Three staff had started NVQ level 3 training in September 2011 to gain a higher qualification.

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

CSSIW to be notified in writing when work on the garden is completed so that children are able to access this area.

The contract on each file needs to be complete. The nursery currently detaches part of the contract form, giving a section to parents. The contract on each child's file needs to be complete to ensure that it meets all elements of Standard 1 of

The National Minimum Standards for Regulated Child Care 2012. Confirmation is to be sent to CSSIW that all contracts have been updated and contain all the required detail.

To ensure that a copy of the latest quality of care review is available at the Nursery

## Quality of life

It was evident that the children were settled in the care of the staff at Lots of Tots (Canolfan Maerdy) and had formed positive relationships. This was demonstrated by observing staff and children chatting happily together at the children's level. The children were seen to be given hugs and cuddles.

Information for a child was case tracked and discussed with the key worker who was knowledgeable and aware of the child's individual needs and preferences. This included seeing the contract and developmental records. This evidenced the milestones the child had achieved. The key worker said that information regarding the child was shared with the parent through verbal communication at the beginning and end of the child's session and also through recording information in a book.

A parent spoken to was full of praise about the setting and was complimentary regarding the flexible service provided. Staff greeted parents warmly. Information was observed to be shared by the parents with the member of staff.

The children were seen to be very used to the Nursery's routines. Good hygiene practices were in evidence. Staff were seen washing the tables, cleaning equipment and maintaining high standards of cleanliness. In the over twos room, the children lined up to be taken to the toilet and to wash their hands. Those who had already been escorted to the toilet came back into the room and sat patiently on chairs that were set out ready for games of musical chairs. The children copied the staff actions linked to the Welsh songs played. Comfort and reassurance was given to those who were not the winners of the games. Children were observed to run to members of staff and to sit on their laps. The staff made up games of hiding animals, teaching the children concepts of under, behind, on top of, pieces of equipment. The children learned to take turns and followed instructions. The children then were able in turn, to be the one to hide the animals. Lots of fun was had by all.

Children in the under twos areas were seen sitting at a small table having sandwiches and toast. The member of staff caring for them sat at the table with them. She allowed them to gain independence by feeding themselves and assisted them when needed, giving them lots of encouragement.

Staff were observant and saw to children's personal care, when noses needed to be wiped and clothing adjusted. The staff were observed to be offering a nurturing approach to the children, which promoted warm relationships, self esteem and confidence. When the group activities were over the children were able to choose what to play with. Activities were frequently changed to stimulate the children attending. Staff were seen listening and responding to children's requests. Throughout the Nursery it was observed that all of the children were happy and had settled well with the staff. Children's behaviour throughout the nursery was good and staff were observed using praise and consistent boundaries.

Staff spoken to confirmed that special dietary requirements were met. Children were able to access drinks on a regular basis. The Person in Charge said that drinks were offered more frequently during hot weather and younger children's bottle feeding routines were respected.

## Quality of staffing

The children were cared for by staff who had worked together as a team for many years. This ensured consistency of approach. The Person in Charge held relevant child care qualifications. Three staff had commenced NVQ level 3 training in order to gain a higher level of relevant qualification. Children were observed to have formed good relationships with the staff. They were cared for in a homely, caring and relaxed manner. Staff gave positive encouragement and good behaviour and achievements were praised. Staff were flexible and responsive to the children's needs and it was observed that staff were quick to respond to children who were upset or unsure. Staff were seen giving good eye contact with the children at their level. The Person in Charge said that staff planned activities to encourage all areas of development.

Children and their parents were safeguarded by the settings recruitment procedures which ensured that no member of staff commenced employment until all the required checks were in place. One staff file was viewed. This contained all the required information as detailed in the Child Minding and Day Care (Wales) Regulations 2010. Staff questionnaires commissioned by CSSIW confirmed that staff did not wish to raise any issues with the Inspector. Staff were given the opportunity to speak with the Inspector at the time of the inspection and had no issues they wished to discuss. The Person in Charge said that the Nursery continued to operate a key worker system.

The staff team was motivated and good team work was seen. It was seen that the staff continually observed the children, and offered guidance or assistance when needed. The Person in Charge said that the setting carried out fund raising events to boost the level of resources for the children. It was evident that the staff enjoyed their jobs and the Person in Charge said that staff sickness levels were low.

Staff were seen to be available to speak with parents and to discuss how their child had been whilst at Nursery. The staff were observed to have a relaxed and pleasant manner both with the children and their parents.

The Nursery was protected by Public Liability Insurance which was valid until 4 February 2013 and was on display at the entrance to the setting.

The Person in Charge was unable to locate their quality of care report and agreed to forward a copy to CSSIW. The need to ensure that a copy was on site and available was highlighted by the Inspector. The parent questionnaires which had been commissioned by CSSIW and returned, confirmed parents complete satisfaction of the care provided for their children at the Nursery.

## Quality of leadership and management

The Person in Charge confirmed that policies and procedures for the Nursery were available to parents in the office or via the settings web site. The Person in Charge said that parents were welcome to visit the Nursery prior to placement and settling in sessions were arranged according to the child's individual needs.

Confirmation was provided on the parental questionnaires commissioned by CSSIW, that parents had received information regarding the Nursery price list, policies, health and safety information, daily routines and opening times. Parents were also satisfied with the amount of information shared about their child's day, which included receiving paintings or things their child had made.

Parents were seen coming into the Nursery to collect their children. Staff were seen sharing information and answering questions raised by parents. Staff were seen to be confident with their responses and dealt with matters professionally. The Person in Charge confirmed that the Nursery had strong links with the local school and generally daily contact when dropping children off or picking them up as part of the service provided.

Records were stored appropriately in the office in a locked cabinet in order to maintain confidentiality. The registers were viewed for the time of the unannounced inspection and evidenced that there were sufficient staff on duty for the number and ages of children in attendance. A record of visitors was kept.

The Person in Charge confirmed that the Nursery would consider any complaints and they would be handled in a sensitive and confidential manner. The Person in Charge confirmed that the Nursery had dealt with one complaint via local resolution.

The Person in Charge was aware of the settings responsibility in reporting any safeguarding issues should they arise, as there had been none to date.

The Person in Charge confirmed during the inspection that the Nursery was currently unable to use the garden due to a problem with an area being water logged. Although this had been raised by the Person in Charge with the Responsible Individuals evidenced through records viewed, it appeared that until the inspection visit no action plan had been put in place to alleviate the problem and make the area accessible to the children. The garden area was seen by the Inspector and healthy and safety issues discussed.

The Inspector encouraged the Person in Charge to be more proactive in addressing problems which arise in the Nursery e.g. the garden.

## Quality of environment

Children were cared for in a premises that were secure and suitable for their needs. The premises were well lit with adequate natural lighting. The building was in a good state of repair and decoration. The standard of cleanliness and hygiene was high throughout the Nursery. Access to the Nursery was controlled internally by a key code and externally by a locked front door accessed by a bell. The Nursery had an under twos room with a separate changing room. The over twos were cared for in a large room adjoining the under two's room and the after school children were cared for in a smaller room at the end of the building. There were children's W/C's, an office, kitchen as well as staff W/C facilities.

Since the last inspection main meals were provided since February 2012 by a local company and brought into the setting in insulated carrying containers, while snacks were prepared in the kitchen and then brought into the Nursery rooms.

The garden was not able to be used as previously stated there was a problem with an area being water logged. The need for Lots of Tots (Canolfan Maerdy) to provide regular outside play for all the children in attendance was highlighted by the Inspector, with the Person in Charge and Mr Preece one of the Responsible Individuals who was on site for part of the inspection. A follow up phone conversation with Mr Preece established CSSIW were to be sent written confirmation :-

That the garden will be out of bounds to the children until the remedial work to alleviate the pooling of water, containers filling up with water and broken items have been made safe.

Whilst the garden is out of bounds the setting must record how and when outside activities were provided for the children in the meantime

CSSIW were to be informed when the work has been undertaken.

Written confirmation regarding all the above was received by CSSIW following the inspection and prior to writing this report.

Children respected their environment and were encouraged to help tidy up before activities were changed. Many of the toys and equipment were stored in low-level storage units, which aided children's independence. This allowed the children to help themselves to toys of their choice. Children had access to equipment toys and materials that were appropriate and suitable for their needs. There were sufficient resources to provide stimulating activities and play opportunities for children in all areas of play, learning and development. The resources were clean and in good condition.

It was confirmed by the Person in Charge that risk assessments were continually being undertaken and recorded.

Children's work was on display in all areas. This enabled the children to feel that their work was valued and created a child friendly environment.

The setting had applied to CSSIW for a variation to the conditions of the current registration. This was to enable Lots of Tots (Canolfan Maerdy) to use other areas of the building for school aged children and increase the numbers of children for whom care could be provided.

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**What has improved since the last inspection?**

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

## Quality of life

## Quality of staffing

## Quality of leadership and management

## Quality of environment