

# **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  
Child Minding and Day Care**

**Lots of Tots (Canolfan Maerdy)**

New Road  
Tairgwaith  
Ammanford  
SA18 1UP

**Date of publication: 22 June 2011**

You may reproduce this Report in its entirety. You may not reproduce it in part or in any abridged form and may only quote from it with the consent in writing of Welsh Ministers.

## Care and Social Services Inspectorate Wales

South West Wales  
Unit C, Phase 3, Tawe Business Village  
Phoenix Way  
Swansea Enterprise Park  
Swansea  
SA7 9LA

01792 310420

01792 313038

Name of setting :	Lots of Tots (Canolfan Maerdy)
Contact telephone number:	01269 826283
Registered Person/Responsible Individual	Leonard James Preece Regina Clayton
Person in charge:	Kathryn Lewis
Number of places:	40
Date of this visit :	10 May 2011
Dates of other relevant contact since last report:	N/A
Date of previous report publication:	31 May 2010
Inspected by:	Suzanne Davies

## Introduction

Lots of Tots (Canolfan Maerdy) provided full day care, and were sited in the Old NCB Offices in Tairgwaith. It consisted of a large single story building with an enclosed outside play area. The Nursery used one section of the building and the other was used for training purposes as a separate enterprise. 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 two's room with a separate changing room. The over two's were cared for in a large room adjoining the under two's room and the after school children are 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. Meals were prepared in the main kitchen and brought into the Nursery. The kitchen was out of bounds to children.

Lots of Tots (Canolfan Maerdy) was registered by CSSIW on 23 April 2009. A new registration certificate was issued on 18 November 2010 to reflect an additional Responsible Individual, Regina Clayton.

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 Day Nursery was open on a Monday to Friday.

Mr Preece one of the Responsible Individuals and Kathryn Lewis the Manager had completed the Self Assessment of Service (SAS) forms prior to the inspection. These forms were in three parts. Part 1: Service Information, Part 2: Annual Data Collection and Part 3: Self Assessment of Service. These included signed declarations confirming that the content of the documents was a true reflection of events and practices within the service and that all reasonable steps had been taken to ensure that they were not misleading or inaccurate. The inspection was performed by risk assessing the information submitted on the SAS and was conducted under a proportionate approach.

Kathryn Lewis had been in post as the Manager for just over a year.

At the time of the unannounced inspection there was a relaxed atmosphere. Children were observed to respond positively to the group's routines. Play opportunities were frequently changed and provided a range of experiences which involved free choice and group based activities, enhancing the children's all round development. Activities were table top and floor based.

The over two's were observed watching a children's programme Fire Man Sam (through the medium of Welsh) for a limited time on the TV. They also engaged in a game of making the sounds of different animals. One member of staff said the name of the animal in Welsh while the other member of staff covered her ears and the children had to make the sounds and movements of the animal to enable the member of staff to guess what animal they were. This was enjoyed by all and linked into the current theme of animals.

In the under two's room the children were observed playing with a range of age appropriate equipment. The member of staff said that toys were brought from the over two's area for the rising two's to ensure that they had appropriate experiences.

The after school club was not in operation during the time of the inspection.

Children's art work was on display throughout the Nursery. This included pink pigs, a rainbow, and a tree whose leaves were made out of children's painted hand prints.

Conversation between the staff and children was bilingual as were the displays. The staff were seen to be continuing to offer a nurturing approach to the children in all areas of the Day Nursery, which promoted warm relationships, self-esteem and confidence. The staff were friendly and helpful. The children were happy with their carers and settled within the Nursery. There continued to be excellent interaction between the staff and the children

Feedback was given by the Inspector and the opportunity was given for Leonard Preece and Kathryn Lewis to discuss any issues. Minor requirements identified during the inspection which are in the body of the report, were highlighted by the Inspector and Kathryn Lewis agreed to ensure that they were met by confirming compliance in writing to CSSIW.

A more detailed report about findings is detailed below. It is not practically possible for every aspect of the operation of a setting to be observed on each visit. The absence of a reference to a particular fault or issues does not mean that it does not exist. It is the responsibility of the registered person to ensure that the setting operated in accordance with the relevant laws, regulations and national minimum standards.

### **Summary of inspection findings:**

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

The Nursery provided a full day care facility through the medium of Welsh and English

Throughout the Nursery there was a relaxed happy atmosphere. Staff child interaction was excellent.

Records requested by the Inspector were easily accessible.

Parents and their children were observed to be greeted warmly and messages exchanged.

The setting aided in building the confidence of the children attending the setting through a range of activities which assist with vocabulary, language, creative and co-ordination development

Developmental records for each individual child had been devised in order to ensure that children achieved their maximum potential

Staff had attended training in food hygiene and first aid

The Nursery benefitted from a consistent staff team

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

Leonard Preece and Kathryn Lewis had ensured that a sufficient number of suitably qualified and experienced staff are on duty at all times. This was evidenced through the unannounced inspection visit and the random sampling of the registers held.

Leonard Preece and Kathryn Lewis had ensured that CRB checks were updated. Leonard Preece and Kathryn Lewis confirmed that they had compiled an annual quality of care report and were in the process of another review of service.

**What needs to be done to improve the service?****a.) priorities**

None

**b.) other areas for improvement**

Through discussion with Leonard Preece and Kathryn Lewis it was evident that staff were being encouraged and enabled to undertake further training to NVQ level 3. The Inspector was informed that four staff had expressed an interest in undertaking the course and that meetings were planned in order to facilitate this.

Leonard Preece and Kathryn Lewis were made aware by the Inspector of the change in Regulations and National Minimum Standards which included The Child Minding and Day Care (Wales) Regulations 2010 and National Minimum Standards for Regulated Child Care April 2011. Leonard Preece and Kathryn Lewis were given information regarding how to access these documents in order to keep abreast of regulatory changes.

**Inspection methods**

The methodology used in the compiling of this report was as follows:

One unannounced inspection.

Past knowledge of the setting.

The Self Assessment of Service (SAS) forms prior to the inspection. These forms were in three parts. Part 1: Service Information, Part 2: Annual Data Collection and Part 3: Self Assessment of Service. These included signed declarations.

Direct observation of activities, interactions and procedures at the time of the unannounced inspection.

Discussion with Kathryn Lewis, Leonard Preece, staff, children and parents.

Inspection of selected documents as detailed within this report.

Parental Questionnaires (2).

Discussion with parents during the inspection.

Staff Questionnaires (8).

**Information on service****Inspector`s findings:**

It was confirmed in the SAS that the setting had a statement of purpose. It was also stated on the SAS that this information along with the care contract, leaflets, brochures, web site, word of mouth, recommendations, advertising and newsletters enabled parents to make an informed choice about using the provision. Kathryn Lewis said that the statement of purpose was reviewed as and when needed.

Two children`s records were sampled as a case tracking exercise. Documents viewed included the contracts.

Kathryn Lewis agreed to provide written confirmation to CSSIW that each child had their own contract rather than each family and that all parents completed contracts before their child/ren started attending. The registration form was also seen which contained some information regarding parent`s contact Telephone numbers.

Kathryn Lewis agreed to provide written confirmation to CSSIW that the address where parents work was also recorded.

**Requirements made since the last inspection report which have been met:**

Action required	When completed	Regulation number

**Requirements which remain outstanding:**

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

**New requirements from this inspection:**

Action required	Timescale for completion	Regulation number

**Good practice recommendations:**

None

**Planning for individual needs and preferences**

**Inspector`s findings:**

Kathryn Lewis confirmed that a settling in procedure, an equal opportunities policy, as well as a lost child and not collected child procedure were still available to parents.

The records viewed during the inspection included a register for children and staff. At the time of the unannounced inspection the correct staff/child ratios were in operation. One additional date was randomly selected which evidenced that there were sufficient staff on duty for the number of children in attendance.

Two children`s records were sampled as a case tracking exercise evidenced that accidents had been recorded with the last accident during the inspection. The record of medication was also viewed and the date last administered for the child selected was 8/3/11.

Kathryn Lewis agreed to provide written confirmation to CSSIW that the medication record had been reviewed/amended ensuring that all sections were completed appropriately and the name of the medication was clearly recorded.

**Requirements made since the last inspection report which have been met:**

Action required	When completed	Regulation number

**Requirements which remain outstanding:**

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

**New requirements from this inspection:**

Action required	Timescale for completion	Regulation number

**Good practice recommendations:**

None

## Empowering service users, encouraging life style choices

### Inspector`s findings:

At the time of the unannounced inspection there was a relaxed atmosphere. Children were observed to respond positively to the groups routines. Play opportunities were frequently changed and provided a range of experiences which involved free choice and group based activities, enhancing the children's all round development. Activities were table top and floor based.

The over two's were observed watching a children's programme Fire Man Sam (through the medium of Welsh) for a limited time on the TV. They also engaged in a game of making the sounds of different animals. One member of staff said the name of the animal in Welsh while the other member of staff covered her ears and the children had to make the sounds and movements of the animal to enable the member of staff to guess what animal they were. This was enjoyed by all and linked into the current theme of animals.

In the under two's room the children were observed playing with a range of age appropriate equipment. The member of staff said that toy were brought from the over two's area for the rising two's to ensure that they had appropriate experiences.

The after school club was not in operation during the time of the inspection visit.

Children's art work was on display throughout the Nursery. This included pink pigs, a rainbow, and a tree whose leaves were made out of children's painted had prints.

Conversation between the staff and children was bilingual as were the displays. The staff were seen to be continuing to offer a nurturing approach to the children in all areas of the Nursery, which promoted warm relationships, self-esteem and confidence. The staff were friendly and helpful. The children were happy with their carers and settled within the Nursery. There continued to be excellent interaction between the staff and the children.

### Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

### Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

### New requirements from this inspection:

Action required	Timescale for completion	Regulation number



**Good practice recommendations:**

None

## Quality of care

### Inspector`s findings:

Kathryn Lewis confirmed that the Nursery had a written behaviour management policy and an exclusion of an ill child policy and procedure. Children's behaviour was observed at the time of inspection to be excellent.

Staff questionnaires confirmed that eight staff had attended First Aid training and that seven staff had attended food hygiene training within the last year.

Meals provide at the Nursery were prepared in the centre's kitchen and transported into the Nursery rooms by trolley. It was confirmed on the SAS that the Nursery had a menu which was repeated on a four weekly cycle. The lunch seen during the inspection consisted of home made fish pie and peas. This was followed by cake and a drink of water or squash.

The older children were observed sitting at the table for their lunch. Children aged under two years of age were fed in high chairs. Staff were observed to be patient and to give encouragement to the young children to feed themselves with their assistance. The meal time were seen to be happy, relaxed and a social occasion.

### Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

### Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

### New requirements from this inspection:

Action required	Timescale for completion	Regulation number

### Good practice recommendations:

None

## Staffing

### Inspector`s findings:

The two Responsible Individuals both had current enhanced Criminal Records Bureau (CRB) checks in place.

Two staff files were sampled. One contained all required information such as proof of identity, a photo, evidence of a current enhanced CRB check, two references, a statement of physical/mental health, documentary evidence of relevant qualifications, and evidence of full employment history. Supervision and an annual review had also been undertaken. The second file was missing one reference and evidence of any qualifications gained. Kathryn Lewis agreed to provide written confirmation to CSSIW that the missing documents were placed on the staff file.

Eight staff questionnaires commissioned by CSSIW were returned. All staff confirmed that they did not have any issues to particularly speak to the Inspector about. Staff continued to be at the time of the inspection welcoming and knowledgeable about the children in their care. There was a happy relaxed atmosphere throughout the Nursery.

### Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

### Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

### New requirements from this inspection:

Action required	Timescale for completion	Regulation number

### Good practice Recommendations:

Enhanced CRB checks need to be updated every three years from the date of issue, prior to their expiry.

## Conduct and management of the service

### Inspector`s findings:

Kathryn Lewis confirmed that staff meetings were regularly held. Confirmation was provided on the staff questionnaire that staff received supervision.

Kathryn Lewis confirmed that there was an equal opportunities policy available and that Public Liability insurance was in place. The Public Liability insurance was on display and was valid until 5/2/2012.

Leonard Preece and Kathryn Lewis stated that they had sought parent`s views regarding the quality of care the Nursery provided through discussions at parents meetings, daily contact and questionnaires as well as through links with the Local Authority and support networks such as `O gam I gam` and the `Kids Club`.

Leonard Preece and Kathryn Lewis stated that they were in the process of carrying out an annual Quality of Care review and from that review they would compile a report. Kathryn Lewis agreed to ensure that a copy of the report was forwarded to CSSIW.

Two parental questionnaires commissioned by CSSIW were returned which evidenced parental satisfaction. Parents spoken to at time of the inspection, spoke highly of the staff and activities provided.

### Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

### Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

### New requirements from this inspection:

Action required	Timescale for completion	Regulation number

### Good practice recommendations:

None

## Complaints, protection and other significant events and protection

### Inspector`s findings:

It was confirmed by Kathryn Lewis that the Nursery had a complaints policy in place and that they had not received any complaints to date.

Kathryn Lewis said that the Nursery had a child protection policy in place and that there had been no issues regarding child protection to address to date.

### Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

### Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

### New requirements from this inspection:

Action required	Timescale for completion	Regulation number

### Good practice recommendations:

None

## The physical environment

### Inspector`s findings:

At the time of the inspection, the premises were safe and secure. Access to the Nursery was controlled internally by a key code and externally by a locked front door accessed by a bell.

It was confirmed by Leonard Preece and Kathryn Lewis that risk assessments were continually been undertaken and recorded.

The Nursery was welcoming to children, and offered a varied range of activities to aid children`s development. The equipment in the Nursery was appropriate, enabling the children to play and learn in a stimulating environment.

### Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

### Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

### New requirements from this inspection:

Action required	Timescale for completion	Regulation number

### Good practice recommendations:

None

**A note on CSSIW's inspection and report process:**

This report has been compiled following an inspection of the service undertaken by Care and Social Services Inspectorate Wales (CSSIW) under the provisions of the Children and Families (Wales) Measure 2010 and the Child Minding and Day Care (Wales) Regulations 2010.

The primary focus of the report is to comment on the quality of life and quality of care experienced by service users.

The report contains information on how we inspect and what we find. It is divided into distinct parts mirroring the broad areas of the National Minimum Standards.

CSSIW inspectors are authorised to enter and inspect regulated services at any time. Inspection enables CSSIW to satisfy itself that continued registration is justified. It also ensures compliance with:

- Children and Families (Wales) Measure 2010 and associated Regulations whilst taking into account the National Minimum Standards
- The service's own statement of purpose.

At inspection, CSSIW tries to capture the views and experiences of service users by means of questionnaires for the parents/carers and any staff, engagement with children who use the setting as well as information drawn from the provider's own self-assessment. At any other time, visits may also be made to services to investigate complaints and to respond to any changes in the service.

Readers must be aware that a CSSIW report is intended to reflect the findings of the inspector at a specific period in time. Readers should not conclude that the circumstances of the service are the same at all times. The registered provider / responsible individual is responsible for ensuring that the service operates in a way which complies with the regulations. CSSIW will comment in the general text of the inspection report on their compliance. For those regulations which CSSIW believes to be key in bringing about change in the particular service, they will be separately and clearly identified in the requirement section.

As well as listing these key requirements from the current inspection, requirements made by CSSIW since the last inspection which have been met and those which remain outstanding, are included in this report. The reader should note that requirements made in the last inspection report which are not listed as outstanding have been met.

Where key requirements have been identified, the provider is required under Regulation 18 of the Child Minding and Day Care (Wales) Regulations 2010 (Compliance Notification) to advise the appropriate regional office in writing of the completion of any action required by CSSIW.

The regulated service is also responsible for having in place a clear, effective and fair complaints procedure which promotes local resolution between the parties in a swift and satisfactory manner, wherever possible. The inspection report will include a summary of the numbers of complaints dealt with locally and their outcome.

CSSIW may also be involved in the investigation of a complaint and where this is the case makes a summary of the complaint available to the public. CSSIW will also include within the inspection report a summary of any matters it has been involved in together with any action they have taken.

Should you have concerns about anything arising from the inspector's findings, you may discuss these with CSSIW or with the provider.

Care and Social Services Inspectorate Wales is required to make reports on registered facilities available to the public. The reports are public documents and will be available on the website: [www.cssiw.org.uk](http://www.cssiw.org.uk)