



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

Little Scholars Nursery

Glyndwr University
Mold Road
Wrexham
LL11 2AW

**Type of inspection – Baseline
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Summary

About the service

Little Scholars Nursery is part of Active Childcare Ltd, Wrexham and was registered by the Care and Social Services Inspectorate Wales (CSSIW) in February 2011 to care for a maximum of 91 children under 8 years. The responsible individual is Peter Graham. Rebecca Mottram and Catrin Davies are currently the nursery managers. The nursery premises are situated on the Glyndwr University Campus and are part of The Centre for Child, Family & Society Building which provides child observation facilities for research purposes. The setting is English speaking with basic Welsh used as a second language.

What type of inspection was carried out?

This was a scheduled, unannounced, baseline inspection where the quality of life; the quality of staffing; the quality of leadership and management, and the quality of environment were considered.

This report is based upon;

- A knowledge and history of the setting
- Written information from the provider
- Discussion with the staff, one of the managers and the responsible individual
- Observation of the children in all units

What does the service do well?

- Children enjoy care in spacious, purpose built premises which are ideal, new and fresh
- During the inspection children were occupied with purposeful and interesting activities suited to their stage of development and the written planning evidenced this is constantly the case
- Children were cared for in a happy, relaxed environment because the staff are confident, capable and motivated

What has improved since the last inspection?

- Parents can be better informed as the records in each room include photos of the individual children at their various stages of development, for example pulling themselves up on a piece of furniture
- Children in the pre school rooms can have an input into the programme of activities with a Children's Ideas Book which triggered the idea of having a party with a bouncy castle
- Children's linguistic skills are enhanced because more Welsh was heard at this inspection particularly in the pre school rooms

What needs to be done to improve the service?

No none compliance issues were identified as a result of this inspection.

The way forward for the nursery has been identified as improving links with parents and getting them more involved with their children's care. It is good practice that the nursery

managers have identified this.

Quality of life

Children and their families come first at this nursery.

Parents can have an influence over the way their children are cared for initially through completing registration forms and setting out what home routines are followed by the youngest children. Parents then speak with staff daily and have an opportunity to update the information as the need arises. Information about their child's day is shared with the parents through the daily sheets and diaries completed for each of the younger children. Parents entered the rooms where their child was being cared for and were heard exchanging information about their children with the staff, who were very friendly and reassuring and children settled well on leaving their parents. Parents have an opportunity to complete questionnaires and make any suggestions in writing, although most communication is verbal. Children in all rooms were listened to during the inspection and staff considered what they said and encouraged them to engage in conversation. In the pre school rooms, the Children's Ideas Book has been used to help children think about what they would like to do and resulted in a party with a bouncy castle.

Children have the opportunity to learn, to be active and to be positively occupied. Children had a sense of achievement as staff praised them for every effort. Each play room was set out with between nine and twelve areas of play for the children to choose from. This ensured that the children always had a good choice of places to play and their interest was kept because there was always something for them to do. Children played with toys that were suited to their age and stage of development. Staff guided children to get the best out of each activity and suggested an alternative game or toy if necessary. Staff also played with the children in small groups including playing in sand, bubbles, reading books, painting, craft, large block play and weighing buckets of sand outside. Welsh words and phrases were heard in the toddler and pre school rooms which enhances the children's learning experiences. Children benefited from periods of outdoor play with a variety of equipment and interesting areas including chalking and growing vegetables. In all rooms the door to the outside was open allowing fresh air inside whatever the children were doing - having their snack or playing inside or outside as they chose.

Children's good health was promoted in a variety of ways. The premises were clean and tables were wiped and dried before children ate. The menus seen were healthy and the cook has attended the Tiny Tums nutrition course. Healthy snacks of fruit were offered during the inspection with plenty of drinks. Food is prepared hygienically as the Environmental Health department have awarded a level 5 to the nursery and staff have food safety certificates. The nappy changing procedure was observed and seen to be preventing cross infection and the children were spoken to kindly. Children's needs can be met in the event of an accident as 25 staff have a Paediatric First Aid qualification and three have the advanced First Aid at Work certificate.

Children experienced warmth and had a sense of belonging at the nursery. Staff were very kind and encouraging with the children and gave plenty of cuddles if needed. Children benefit from a consistency of care and develop close bonds with special members of staff as the nursery uses a key staff member for each individual child who pays them special attention during the day and reports back to the parent. Children's painting items and photos were displayed and they each had a named peg for their possessions which gives them a sense of belonging. Children had made friends with the staff and each other. No unwanted behaviour was seen but staff can use positive strategies for managing behaviour such as distraction or negotiation. Children enjoyed a happy, calm atmosphere and child friendly background music was used in every room.

Quality of staffing

Children are cared for by staff who plan and work as a team to deliver play and learning activities.

During the inspection the children were comfortable to go to staff when they wanted something and the staff had a good rapport with the children and had developed close bonds especially with the babies who looked to them for re assurance when a stranger (the inspector) was in the room. The staff members displayed an understanding of child development and spoke to the children at their individual level of understanding and responded to their needs in a timely manner, for example in the older toddler room where some children were being toilet trained, children were spoken to gently by staff and were encouraged to move to a different activity to avoid a wet floor. An examination of staff files evidenced that all the necessary checks were in place to ensure that the staff are suitable to work with children.

Children are cared for by staff who are offered training and support on a regular basis. The staff were happy in their work and displayed confidence and enthusiasm. In addition to the normal daily exchanges of information between the staff and the room leaders, each staff member has a supervision meeting with their room leader every two or three months and notes are taken, including training requests, and kept in the staff files. Annual appraisals are also completed by the managers. The staff members present during the inspection worked well as a team, each knowing their roles and responsibilities and taking the initiative to guide children appropriately.

There are frequently more than enough staff available to give children and their parents time, as the register evidenced, and the manager and other staff were able to give the children plenty of attention. There was a relaxed and happy atmosphere as staff members coped well and were able to meet the needs of the children. Staff had plenty of resources and there was a secure atmosphere within which the children could grow and thrive.

Quality of leadership and management

Children and parents benefit from care which is well planned and delivered. The Responsible Individual (RI) is actively involved with the children and is assisted by two managers to enable the running of the nursery to be smooth and fuss free. This means that children are cared for by staff who are focussed on their needs.

The setting's Statement of Purpose is reader friendly and comprehensive and is matched in reality and observations during the inspection indicated that the nursery meets the needs of children and parents. Paper work systems are efficient and up to date, for example knowing which members of staff care for which children at any given time in the day. The RI and managers strive to make improvements and the annual review of the quality of care was very comprehensive and evidenced the improvements made. The deputy manager is also keen to involve parents in the care of their children and is currently looking for creative ways to encourage parents in this way.

All recommendations previously made by the CSSIW and any other regulatory bodies have been quickly complied with. This demonstrates how eager the RI is to meet requirements. There is a visible accountability as the CSSIW certificate is displayed and there is also a current insurance certificate. The nursery is a member of the National Day Nurseries Association which provides assistance with some areas of child care. The nursery management uses the products of an external business services company particularly for staff paper work such as holiday records.

Quality of environment

Children enjoyed care in a suitable, safe building and good use was made of all areas.

The rooms used were airy, fresh and clean. The environment provided a sense of reassurance and familiarity, whilst still being a stimulating place as the main play rooms and other areas were set up permanently for the children's play and education. Children could feel that they belonged there as samples of their work and photos were displayed.

Children were able to be independent because things were within their reach such as many toys and games. The toilets and wash basins are especially designed for young children and were clean and fresh. Children's needs were being met and they were able to thrive because there was a sufficient variety of toys, games and equipment to support them. The outdoor areas enclosed and safe.

Children and parents can be assured that they are safe from strangers entering the premises as there are electronic key pads to open the doors and only those with a code can enter. Visitors and parents are let in by the staff. Personal information about the children was kept securely.

There were written risk assessments in place evidencing that the staff were aware of any hazards and knew how to manage them. General risk assessments are reviewed and dated annually; every area has a separate risk assessment which is checked every month and any new equipment or procedures are added when necessary. A Control of Substances Hazardous to Health (COSHH) risk assessment is also carried out. Fire fighting equipment was checked in July 2014 and the systems including smoke detectors are checked every 6 months. The fire alarm is checked weekly. The nursery can seek advice from Health and Safety advisors in the university if necessary. The last emergency evacuation practice was completed May 16th 2014 and records showed that they take place every three months.

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.