

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**

Brambles Day Nursery

Rogers Lane
Summerhill
Wrexham
LL11 4SG

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Name of setting :	Brambles Day Nursery
Contact telephone number:	01978 753554
Registered Person/Responsible Individual	Wendy Evans
Person in charge:	Wendy Evans Faye Evans
Number of places:	36
Date of this visit :	27 th September 2011
Dates of other relevant contact since last report:	None Recorded
Date of previous report publication:	7 October 2010
Inspected by:	Paula Seamarks

Introduction

The Brambles Day Nursery is sited in a building which has been converted to suit its purpose. It is on two levels which consist of a baby unit, two toddler age rooms and a preschool. There is a kitchen, office, staff room and designated staff and children's toilets and a sensory room. The day nursery, which is registered to accommodate thirty-six children from the age of three months until 4 years, is owned and managed by Wendy Evans. A designated nursery manager is employed to help run the service. The setting also takes and collects children from the local school and the nursery offers full and part-time care for children. It is open from 7:00am to 6:00pm on weekdays with the exception of Public Holidays.

On going refurbishment ensures the premises are bright, colourful and welcoming and the children's work is displayed on the walls. Photographs of the children at play are also displayed with outdoor play forming part of the daily curriculum. The nursery cook is responsible for providing nutritious and varied meals daily, using fresh produce, in addition to devising a selection of interesting snacks.

Summary of inspection findings:

What does the provider do well?

The Registered Person stated in their Self Assessment of Service Form that they perform well in certain areas. Evidence observed on the day of the inspection can confirm that the following are true of the setting:

Empowering Service users by sharing the nursery's up to date information in monthly newsletters, use of the information board in the foyer and talking with parents' informally on a regular basis or as and when required, are all avenues for effective communications.

Retain staff which results in a low staff turn over.

Implement a good key worker system for all children for the continuity of care and attachment.

Menus are revised regularly to ensure variety and a nutritious content.

The planning of activities considers the individual needs of the children.

On the day of the inspection all of the children were given opportunities to be active, indoors as well as outdoors.

The Inspector observed positive relationships between the children and all staff present.

The ethos of learning through experience flows through the daily activities both indoors and outside.

The fire drill conducted on the day evidenced that staff and children are aware of the procedures in the event of a fire.

What has improved since the last inspection?

Links have been made with the local community such as the local school, the church and residential home for the elderly.

The outdoor area linked to the baby unit has been refurbished with soft matting; decking and the exterior walls have been painted.

The toddler room upstairs has been extended creating more space for greater freedom of movement and play.

The Registered Person attends the monthly National Day Nursery Association meetings which has strengthened communications with other providers of day care.

What needs to be done to improve the service?

a.) priorities

No regulatory breaches were identified

b.) other areas for improvement

For the Registered Person to implement a social networking policy for staff who use Facebook, Twitter as well as the use of mobile phones

To include reference to forward planning in the quality of review report and consider how these plans can be achieved.

Inspection methods

This was an unannounced inspection and prior to the inspection, in addition to the Annual Data Collection Form (ADC), the Registered Person completed a Self Assessment of Service (SAS) which gives information about the service provided. The information was received in the Llandudno Junction office. The questions asked in the SAS give the Registered Person the opportunity to assess and reflect upon their own service and how they are meeting the Child Minding and Day Care (Wales) Regulations 2010. Therefore for this inspection, a proportionate approach was taken and not all aspects of the service were inspected during this visit.

Thirteen parents completed CSSIW parent questionnaires and they were returned to the CSSIW office. Comments expressed about the service were extremely positive.

Some comments included;

“Safe and secure environment, and friendly staff.”

“I have no worries about my child attending nursery. The staff are welcoming and friendly. My son enjoys the activities the nursery has and he has a smiley face going and coming from the nursery.”

“We are extremely pleased with our child's care and development at Brambles.”

“We are really happy with this day care setting. Our child also loves going there and gets on really well with all of our staff.”

“We are very pleased with this nursery. They look at all aspects of a child's development – learning, playing and having fun.”

On the day of the inspection, the Inspector examined a sample of the children's files, the updated policies and procedures, attendance register, viewed whether any accident and incidents had been recorded and she observed the interaction between the children and the adults. Additionally the Inspector had discussions with the Registered Person, nursery manager, staff and parents and she was able to make direct observations of activities, and was able to talk with some of the children present.

Information on service

Inspector`s findings:

The Registered Person stated that the nursery offers each prospective parent a brochure. A complete policy and procedure file, which includes all the nursery policies, is kept at the setting. Parents are requested to read it prior to their child starting in the nursery. There is an intention to develop a website for the nursery where the nursery details are displayed, in addition to introductory leaflets being distributed locally in the community.

Prospective parents and their children are invited to look round and sample the service for sessions, prior to the child being left in the care of the staff team. Good practice relating to settling in sessions was observed on the day of the inspection, as a baby new to the nursery was attending.

All prospective parents are expected to complete the nursery registration form and contract, prior to them leaving their child. Individual permissions relating to use of sun cream and the taking of photographs are included in the contract.

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:

Planning for individual needs and preferences

Inspector`s findings:

The nursery staff team follow the parents' own routine for their child, particularly for babies and any children with additional needs. Each child is monitored daily as an individual and any necessary additional support considered would be discussed with the child's parents, before it is put in place. Cultural and religious differences are celebrated and are integrated into the general planning as well as considered individually for the child.

The Registered Person stated that each child is treated as an individual within the setting and this is reflected in each unit. Children nearly ready to move up to an older room are invited to attend taster sessions for short period which can assist them to integrate better into the new group of children. Parents are also informed when their child is due to move rooms and an induction for them is also offered.

Record keeping is thorough and consistent. The children are signed in and out by their parents and the staff on arrival and departure, as well as registration being taken in each unit. The Wrexham Early Years Education team offered support and guidance to the staff as they prepared for their recent 'Estyn' inspection of the educational element of the curriculum for the three year olds, which was well received, with excellent results. One reference was made towards more planning of assessment and evaluation and the staff are considering what method to adopt to develop this recommendation.

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Good practice recommendations:

To consider a transfer sheet/record when children are due to move rooms and the information recorded could relate to their personality, likes and dislikes

Empowering service users, encouraging life style choices

Inspector`s findings:

It was evident that the staff work in partnership with parents to meet the needs of the children individually. Parents are kept fully informed about routines and child care practices as staff complete a daily record sheet for all children.

When caring for children under 2, there is a daily system for the exchange of information between the parent and the key worker. This includes information about the child's changing developmental and care needs and routines. The atmosphere in the baby unit was relaxed and the soothing music played encouraged the babies to relax and be content. It was evident that babies and very young children were able to develop an attachment to the consistent and regular staff who work in the baby unit. The care provided for babies and young children was observed to be of a very good standard. The baby unit now has its own out door area and on the day of the inspection, the weather was pleasant, which enabled the youngest children to have an opportunity to play and explore outdoors.

Regular information is provided for parents about activities and it is delightful to observe the children's own work on the wall displays around the building and to listen as they describe what they have been doing to achieve such results. It was pleasing to hear stories read to children and them being offered the chance of singing or reciting nursery rhymes with their friends.

From the documentation seen in the pre school unit, it was evident that activities are well planned and are organised so that the abilities and stage of development of the children in their care are met. Examples of activities have included a project relating to growing, mini beasts incorporating the out door play and a range of art and craft. In order to celebrate the recent Royal Wedding the nursery had their own wedding and the photographs displayed gave evidence to what appears to be an enjoyable day with the children participating in the celebrations. Bunting, party food along with the children dressing up for the occasion and their smiles and facial expressions; suggest that they were clearly having fun!

It is evident that all children regularly play outdoors; each unit has their own outdoor play area. The older children have grown vegetables in the garden and helped to grow plants and flowers. Since the last inspection, a pet rabbit has been introduced to the nursery and the children take turns in helping to care for this pet.

Equipment was easily accessible and some activities offered included role play, sand, water, construction, sensory room, malleable play such as foam or paper mache, a range of art and craft, lego and a garage. The staff listened carefully to the children and responded to them in a sensitive and caring way, with some lovely relationships observed. The staff were mindful to create an atmosphere which encouraged children to be confident, independent and develop their self esteem and to respect others.

The language of the nursery was English with Welsh encouraged and some of the captions above the art work were bilingual, Welsh and English.

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Good practice recommendations:

Quality of care

Inspector`s findings:

The atmosphere was energetic and children's smiles suggested that they were enjoying themselves. There are policies and procedures for administering medication and for emergency treatment for the children. Through discussion with the staff it was evident that it was important to build relationships with the children and their families.

It was evident that when providing care for children under 2 there was a consistent member of staff and where applicable the children were either fed and changed by their key worker. Suitable sterilisation equipment is used for babies feeding equipment and dummies, and records are kept of babies food intake which is shared with their parent(s).

Each child's key worker was responsible for monitoring the developmental growth of their group of children, and implementing care needs such as nappies changed regularly and promptly. The toddlers all slept comfortably on low beds with individual covers.

The nursery has a clear behaviour policy which relates to anti-bullying and displays of unacceptable behaviour. Behaviour, during the inspection, was managed with positive interactions from the staff in a way that promoted the children's welfare and development, respecting their individual level of maturity and understanding. The staff were observed to act as role models in the way they behaved and spoke to the children. It was clear that there was a high level of respect by the staff for the children and by the children for the staff.

The premises and equipment were found to be clean and in very good condition. Steps were taken to promote the welfare of the children at all times. There were no outstanding issues regarding healthcare and medication.

Meals and drinks are prepared daily by a qualified cook who used fresh produce whenever possible, although she was on annual leave at the time of the inspection. The Registered Person had recruited a relief member of staff to prepare and cook the nursery meals. The children thoroughly enjoyed the meals and the menu appeared varied and interesting. The nursery has received the Five Star Food Hygiene Inspection Award issued by Wrexham County Borough Council.

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Good practice recommendations:

Staffing

Inspector`s findings:

The Registered Person stated in the Self Assessment of Service form that the correct vetting procedures had been sought prior to appointment and an induction process is then carried out. Staff are initially offered a post on a probationary period and then are offered training if they do not already hold a recognised qualification in childcare. It was evident that individual CRB's had been requested in accordance with the requirements for working in the nursery.

The Registered Person and Nursery Manager are qualified and extremely experienced in their roles. They are supported by a team of suitably qualified members of staff and the inspector was informed that staff development is an ongoing objective. The person in charge of the babies room has experience of working with children under two years and has a level 3 associated with young children. The Inspector observed staff practices in the baby room to be of a caring, kind, gentle and affectionate nature with stringent hygiene practices in place. Staff in all other areas of the nursery were seen to be kind, caring and affectionate towards the children in their care.

It was found that the continuing training needs of staff are addressed and provided for on a regular basis. All paid staff receive regular one-to-one supervision which encourages them to think about the quality of their practice and raise any safeguarding concerns. They also receive formal appraisal at least once a year and staff meetings are held monthly.

Staff: child ratios were met during the inspection and records indicated that these ratios have been consistently met. Nine members of staff completed and returned questionnaires before the inspection and positive comments were included about the way in which the nursery is managed.

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Good practice Recommendations:

Conduct and management of the service

Inspector`s findings:

Prior to the inspection, the information provided in the Self Assessment of Service Form indicated that the Registered Person regularly reviews the service and this contributes to the Quality of Care Review. A monthly/termly review is then produced and ongoing developments, training and news are then published for staff, parents and other professionals to read. A recommendation is to now build on the Review of Quality of Care report whereby findings are evaluated and reference to forward planning can indicate future developments. The information shared could indicate what training has been completed, the views of parents and children and what is planned for the forth coming year. There are notice boards in the hall entrance to the nursery where a copy of the last inspection report along with current insurance details and other news items are displayed.

The children benefit from a service that is well organised and planned. The turn over of staff is very low and this enables consistent good care by an established team to be provided. Through discussion all adults showed an understanding of equal opportunities and non-discriminatory attitudes. Thirteen parents completed CSSIW questionnaires and expressed positive comments about the care provided in nursery. Every child is allocated to a member of staff who is their key worker. The key worker is mainly responsible for their well-being on a daily basis and ensures that information about the child is exchanged with the parent.

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Good practice recommendations:

To now build on the Review of Quality of Care report whereby findings are evaluated and reference to forward planning can indicate future developments.

Complaints, protection and other significant events

Inspector`s findings:

The nursery has a complaints procedure and a confidentiality statement in place, and records are kept securely. A child protection policy is in place and the Inspector was informed that staff are aware of the child protection procedures. The Nursery Manager and Registered Person are the designated members of staff responsible for liaison with child protection agencies in any child protection situation.

Any incidents are recorded, kept confidential and shared with parents as appropriate.

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New requirements from this inspection:

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Good practice recommendations:

The physical environment

Inspector`s findings:

The setting is welcoming to children and parents and provides a rich environment for play. The physical environment is safe, secure, and suitable for child care purposes. The premises provide adequate space in an appropriate location, and offer access to the necessary facilities for a range of activities that promote the development of the children.

The foyer and units are light and airy. On the day of the inspection the nursery was maintained to a high level of suitability and all rooms were warm. Each area had plenty of quality equipment and furniture.

The toilets and nappy changing areas were clean and the staff observed and followed good hygiene practices. Health and safety is taken seriously with a risk assessment undertaken on the premises, as well as relating to the toys and equipment, and any planned outings and walks.

On going refurbishment is a key objective and the next development is planned for the pre school area, which is to be completed by the of the year.

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Good practice recommendations:

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