



## 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

#### Rossett House Nursery

Llay Road  
Rossett  
LL12 0HT

**Type of Inspection – Focussed**  
**Date of inspection – 14 October 2014**  
**Date of publication – 14 January 2015**

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## Summary

### About the service

Rossett House nursery is registered with the Care and Social Services Inspectorate Wales (CSSIW) to provide day care for sixty one (61) children under the age of eight (8 years). Two responsible individuals are named as Peter Graham and Karen Graham. There are two persons in charge, managers Rachel Jones and Claire Riding. Claire Riding is on maternity leave at present and Lynsey Jones has been appointed acting manager in her absence.

The nursery building is situated in a rural setting in its own grounds on the outskirts of Rossett near Wrexham with easy access to major road networks. The premises have been purpose built, designed to maximise the use of space indoors and with easy access to the outdoor environment.

English is the working language of the nursery but the children are introduced to the Welsh language through colour, number, rhymes and songs in addition to every day greetings.

There is a highly qualified staff team who are pro-active in taking part in Continual Professional Development (CPD) programmes. This was evidenced by certificates and involvement in initiatives like Tiny Tums, Healthy and Sustainable Pre-schools and recently in World Forum.

### What type of inspection was carried out?

A scheduled, unannounced focussed inspection was carried out on the 14 October 2014 that concentrated on the quality of care provided in the nursery by observing the children, the staff, the planning methods and looking at menus. We, CSSIW, concentrated on areas of physical and emotional wellbeing, fulfilment and rights and control, along with safety.

Information for this report was gathered from :

- Talking to the appointed manager, one responsible individual, the cook and staff caring for the children.
- Talking to the children.
- Knowledge of the setting and its operational procedures.
- Observation of food preparation and serving.
- Observation of the interaction of the staff with the children and the children with the staff.
- Observation of the quality of the play and learning experiences across the age ranges both indoors and outdoors.
- Talking to a prospective parent whose daughter was attending for a short visit on the day of the inspection.

### What does the service do well?

- There was a revised Statement of Purpose dated August 2014 that clearly set out the mission and aims of the nursery. It included additional information for parents about the management, opening hours, caring for children with additional needs, contacts, admissions policy, staffing, routines and activities, registration and

collection of children, access to nursery policies, dealing with emergencies and the complaint process.

- Staffing ratios were good and well exceeded the numbers required by regulation.
- Emphasis was placed on health and wellbeing by the provision of healthy and nutritious meals and snacks with locally sourced ingredients, where possible.
- The nursery provides parents with comprehensive initial information packs and ongoing progress reports and when children are ready to move rooms.
- The nursery has developed detailed inclusive strategies for parents and children with additional needs and disabilities.
- There is strong use of the outdoor environment with opportunities to observe wildlife and bugs. There are nesting boxes and a space in the hedge where the children can see cows grazing in the adjacent fields.
- Very strong external links have been maintained and developed locally and nationally with provider support organisations and policy makers.

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

- A parent suggestion box has been provided in the reception area.
- Completion of the evidence portfolio for the Healthy and Sustainable pre-school award, as far as the scheme extends. However, the nursery has added modules to cover mental and emotional health, wellbeing and relationships, physical/active play and health and safety.
- The nursery has been successfully re-assessed for the Gold Healthy Workplace Award.
- The nursery has been successfully re-assessed for Investors in People award.
- A new garden/growing area has been developed to extend the outdoor learning provision.
- A new roundhouse has been constructed in the garden to extend outdoor experiences.
- New outdoor water play structures have been installed.
- New CCTV system throughout .
- New outdoor tortoise run and house.
- The introduction of a new format of the summative information report for children leaving to go to school.
- Increased provision of shaded outdoor areas for sunny days.

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

No issues of non-compliance were identified.

## Quality of life

We, CSSIW, observed that Rossett House Nursery carefully considers the children as part of a wider family, resulting in close relationships with parents and a high level of care and learning provided as a result.

Children in each age group were given opportunities to play and learn. The babies and young toddlers were provided with activities to encourage recognition of sounds, colours and shapes. They were introduced to music and singing and toys that encouraged mobility through stretching and reaching. There were additional tactile activities and the staff were gentle and interacted with encouragement and praise. Care plans were devised between parents and staff before children start and these were regularly revised during the children's time at the nursery.

Parents were encouraged to make comments and suggestions and any changes made were followed by verbal feedback on the outcomes. An exit questionnaire is sent out to all parents whose children leave the nursery for whatever reason. Responses are analysed and are fed into the development plan where applicable.

Interaction between staff and children was observed to be that of genuine affection. Lots of open questions were overheard with children responding positively. The children had learned to take turns and to listen to other children. A child on a settling-in visit stayed for lunch and her mother stated that it was as if she had always been there and how much she enjoyed the outdoor play.

Menus are planned over a four week period and have just changed to incorporate winter ingredients with more casseroles and pasta or rice. Children who arrive early are offered breakfast consisting of cereal and milk. Mid-morning snacks consist of fresh fruit and milk or water. Lunches are varied and nutritionally balanced. The older children were observed to self-serve and were encouraged to taste and try a variety of food. All the food is prepared by the nursery cook in a well-equipped modern kitchen. An afternoon light snack is offered and aligns with the four week menu, some examples are pitta with hummus and cucumber, vegetable crudities with breadsticks and yoghurt dip, soft cheese and crackers with carrot and cucumber and a selection of bite size sandwiches.

Outdoor activities were planned and several groups of children were able to be outside at the same time, making use of the extensive outdoor space designed into different learning areas to meet with the outcomes of the Foundation Phase in Wales. There was an area where children could use sit-on ride-on toys, an opportunity to master pedalling and directional skills. In addition there was a garden/growing area with scarecrows where the children were learning about plants and vegetables. There were a number of sheds and areas for imaginative play; one was a builder's yard with tools, hard hats and hi-visibility jackets. There was a new wooden round house construction with seating inside ideal for a yuletide grotto.

Parents can be assured that their children are protected and safe. There was a sound security system with CCTV cameras. Risk assessments were in place and are reviewed and dated. Fire/emergency evacuation drills are carried out along with health and safety impact assessments.

Rossett House nursery continues to provide a safe and nurturing environment with high

quality equipment and with well qualified and experienced staff and management.

## Quality of staffing

The inspection focussed on the quality of life of children using the service. Other than mentioned under the quality of life theme we did not look at the quality of staffing on this occasion. However, this aspect will be considered during future inspections.

## Quality of leadership and management

The inspection focussed on the quality of life of children using the service. Other than mentioned under the quality of life theme we did not look at the quality of leadership and management on this occasion. However, this aspect will be considered during future inspections.

## Quality of environment

The inspection focussed on the quality of life of children using the service. Other than mentioned under the quality of life theme we did not look at the quality of environment on this occasion. However, this aspect will be considered during future inspections.

**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.