

# **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**

#### **The Mill Day Nursery - Mold**

Nercwys Junction  
Wrexham Road  
Mold  
CH4 7ED

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## **Introduction**

The Mill Day Nursery offers care for up to 29 children of whom no more than nine are babies. The Nursery is open Monday to Friday between quarter to eight in the morning and quarter to six in the evening. The Nursery is located on the outskirts of Mold and operates from purpose built premises. Ten staff are employed, six of whom are full time, and currently care for no more than 27 children at a time. This was a scheduled unannounced inspection.

## **Inspection methods**

This report is based upon the following;

- A knowledge and history of the setting

- Written information from the provider

- Staff and parents questionnaires

- Discussion with the Registered Person, Manager and staff

- Observation of the children on 12<sup>th</sup> June 2012

## **Summary of inspection findings**

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

Children are provided with a homely atmosphere in this nursery and enjoy their experiences with the staff. Parents confirmed this in five of the six questionnaires returned to the CSSIW.

All six parents stated in the returned CSSIW questionnaires, that the premises are clean and tidy or that they had no health and safety concerns. The Nursery has consistently maintained and developed the premises over the last ten years.

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

Parents' questionnaires and staff appraisals have given parents and staff a voice. Written risk assessments prove that children's safety is of paramount importance to the manager and staff.

Babies' experiences have been enhanced with treasure baskets and wall mirrors. An outdoor area has been developed for the pre school children which includes messy play and containers for growing things.

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

The Nursery needs to produce an annual quality assurance report for 2012. This will identify areas for improvement as well as note what successes the Nursery have had this past year.

To review and update the website if necessary.

## Quality of life

Children are asked for their opinions about the activities and any comments made are noted and feed into the planning of activities. Children were listened to by the staff during the inspection and treated with respect.

Babies enjoyed their relationships with the staff and had boxes of toys which were put out for them. There was also a short session when the staff and children looked at books together. More physical skills were enjoyed by the children when large soft play blocks were provided after their snack. Staff stated that the babies would be going outside in the afternoon.

Children were praised for their achievements and their work is displayed on the walls. They can also take things home to show parents. The older children could choose from at least six areas of play and there was one focussed activity where children could learn skills with the guidance of a staff member. Learning and play activities are planned both indoors and outside. Children's individual needs are catered for including emotional needs (cuddles) and dietary needs.

Parents have the opportunity to speak to the staff and Manager at each session and at Parents' Evenings and using a questionnaire if they so wish. The Registered Person is also available most of the time. One parent wanted more information about their child's activities and the menu. Parents should ask the staff or the Manager for any information regarding their child. Staff are encouraged to have a voice in the regular staff meetings.

Good health practices are evident as the children were shown and encouraged to wash their hands after going to the toilet and before eating. Independence is encouraged as staff help the children to put on their own coats and all children are encouraged in a fun way to tidy toys and equipment away.

The Nursery has a Healthy eating policy and specific staff have attended and enjoyed Early Years Nutrition courses and updates. As a result the menu is regularly being revised according to new information and ideas. Menus are displayed and are in the prospectus, however the menu is soon to be revised and copies will be available for parents if they request one. The Nursery staff are experienced in dealing with special diets including intolerances of various kinds. Extra drinks are on offer during hot days. The older children spent a lengthy period outside and outdoor play is planned for on a daily basis.

Staff are willing to give cuddles and read stories to children as they sit on their knees. Parents confirmed that children enjoy the relationships they have with the staff and children enjoy attending. Parents share information with the staff on a daily basis which enables the staff to continue meeting the needs of the children. Children who find it difficult leaving their parents are given extra attention to help them deal with their emotions.

Children were supported by the staff to deal with difficult feelings when they found it hard to share. The older children were able to express themselves clearly and had confidence to approach the inspector with offers of 'pretend cake'. Children were forming friendships with each other as well as the staff, and some of the older children negotiated during play and chatted happily with each other.

## Quality of staffing

Staff are competent in meeting the needs of the children in their care. Children were cared for in a kind and sympathetic manner and the staff knew the children and their backgrounds well. Each child is allocated a Key Worker who is responsible for the personal needs of that child and for sharing information with their parents. Staff interacted with the children in small groups and sometimes individually. A child from a Welsh speaking background was frequently spoken to in Welsh which brought a smile to their face and they were clearly feeling secure and happy.

Of the ten staff employed eight have qualifications in Children's Care Development and Learning. One is qualified to Level 4. All staff have CRB checks and most are First Aid trained. Children with additional needs are catered for through close work with the parents and outside agencies if necessary as staff want to know how best to care for each child attending.

Staff are motivated through praise, opportunities for training and a positive outlook is encouraged by the Manager. In the returned CSSIW staff questionnaires one staff member said the support of the Manager was good. A low turnover and low sickness rates ensure a consistency of care given to the children attending.

On the day of the inspection there were sufficient staff to care for the children present. There were always at least two staff with five babies and at least three staff to care for the older children. The Manager and Registered Person were also present. Care was given in a relaxed manner as staff knew their duties and used their initiative to meet the needs of the children promptly. As there are only two main play rooms some staff moved from one room to another to help with snacks and craft activities.

Staff take regular breaks and the Manager is always available for extra support if needed. One staff member in the baby unit said they would like more support when it gets busy. The Registered Person stated that sudden sickness on the busiest day had caused staff to move rooms recently to provide extra help. Staff can concentrate on the care of the children as they do not prepare any meals. There is an enthusiastic and qualified cook for this purpose.

## Quality of leadership and management

The information to parents is clear and parents have a copy of the prospectus before registering their child at the nursery. This document includes a description of what is expected of them as well as what the nursery offers.

There is an annual review in place for 2011. The Annual Review of the quality of care for this year will take into account the views of parents and children. This document will inform parents about the successes and challenges of the past year and will look forward to future events and any short and long term plans for the Nursery. Parents are listened to and the management take parents' concerns seriously. A matter about the sharing of information about activities for older children was resolved by information being put on a notice board.

The Registered Person (owner) has been in place since the setting was registered with the CSSIW in 2002. The Manager and Registered Person are on hand to deal with visitors and know the children and parents well. The CSSIW report is available for parents to read, and the Estyn inspection reported on many good areas of practice.

The Management are always looking for ways to improve the provision, especially to keep the children interested and positively occupied. Staff are able to request any new toys or equipment needed and the premises and environment is always being improved. There are new mirrors and treasure baskets in the baby room; new chalk boards outside and new toys and mattresses for toddlers and pre school children.

## Quality of environment

The premises are light, airy, fresh and clean. The children were happy with their surroundings and were kept busy and interested. Music playing in the baby room helped to create a relaxed atmosphere.

Children can show independence as toy boxes are labelled and easily accessible. Quiet areas and a quiet room are available where children can be on their own for a while if they want, whilst being in sight of the staff. Staff members are able to rotate some toys and activities to keep the interest of the children. This is due to the wide variety and range of toys and equipment available.

Parents are assured of the safety of the premises as reflected in their returned CSSIW questionnaires. The outer doors are locked and all outdoor spaces are enclosed and safe. Personal information about the children and staff members are kept securely in the office.

All portable electrical equipment has been PAT tested and the boiler & heating checked for safety. The fire safety equipment is tested regularly and children and staff are aware of what to do in an emergency as there are monthly fire drills. There are Motor insurance and MOT certificates in place for all vehicles used to transport the children.

