

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**

Report Child Minding and Day Care

The Mill Day Nursery - Mold
Nercwys Junction
Wrexham Road
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CH4 7ED

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Date of Visit: 6th December 2011**What does the service do well?**

Children are valued and plenty of praise given.

Parents know about activities through the books for under twos and notice boards for the older children.

Staff communicate well with parents both verbally and also during parents evenings.

There are viewing guidelines and a prospectus for new parents.

Activities are planned and staff know which resources to use and what the learning outcome is.

A cook prepares meals ensuring that staff can devote themselves to the care of the children.

Staff help children to settle well.

Personal hygiene is encouraged and healthy meals and snacks provided.

Concerns are dealt with promptly and staff ensure parents are happy with the outcome.

The premises are well cared for and toys and games are easily accessible to the children.

What needs to be done to improve the service?

Need to update the website.

Ensure that children are always signed in and out.

To involve children in deciding which activities to plan and to provide questionnaires for parents' feedback.

Staff need to have annual formal appraisals completed and 3 monthly reviews.

The Nursery Operational Plan needs to be updated.

A Child Protection course needs to be sourced for the Manager.

The written risk assessment needs to be looked at again to ensure no risks have been overlooked.

To consider having 'treasure baskets' or similar for the babies to experience ordinary every day items such as buttons on interesting fabrics, small chains, wooden items, shells, feathers, pine cones etc.

Quality of life

Children were listened to and taken seriously at this setting. Parents had the opportunity to speak to staff when collecting their children or make appointments if necessary. Parents evenings are also held which give parents a voice and influence over the way their children are cared for.

Babies and older children had plenty of opportunities to learn and be positively occupied.

Many activities were brought out for the babies and there were various play areas permanently set up for the older children. Children could choose what they played with and enjoyed the planned activities prepared for them by thoughtful staff. All children were encouraged to be independent and do things for themselves if they could. Some children tidied toys away, held books for themselves and fed themselves, depending upon their level of development.

Plenty of language was heard and even the youngest babies were heard to make communicative noises, to which staff responded appropriately. The older children spoke to the inspector about the activities which they enjoyed. Babies could sleep if they wanted and staff knew of their daily routines and individual needs and met them. Welsh was spoken to the children from Welsh speaking families.

Children's health was promoted in very clean premises. Staff washed their hands regularly and also used anti bacterial gel. Surfaces and floors were kept clean and nappy changing procedures prevented cross infection. Children were kept clean using individual clean flannels. A healthy snack was given with drinks and a healthy menu was displayed on the wall. The Environmental Health department has given the setting a rating of 4 for the food preparation area. Children were encouraged to be physically active in a variety of ways. Babies could clap hands, wave, pull themselves up on furniture and play with large soft blocks and balls. Older children played outside with a variety of outdoor equipment.

Children were happy and contented and felt secure even though a stranger was present. Babies were given plenty of cuddles and individual attention was given when necessary. Children were distracted from unwanted behaviour such as throwing hard objects.

Parents are happy with the care given as the responses in the CSSIW questionnaires included favourable comments that staff communicate well and work with the parents, children enjoy attending and the premises are clean and tidy. Children of all ages were happy to approach staff and chatted happily with them. Staff communicated with the children at their level and provided guidance in a kind and friendly manner. Children were encouraged to be kind to each other and were developing friendships.

Inspection methods:

This inspection focused on the experience of people using the service and their quality of life. The method was chosen because the service has a good track record. This enabled the inspector to spend their time speaking to people and observing their care and their relationships with staff. Where concerns were indicated there was more detailed examination of records.

The focus of the inspection was on people using the service, not compliance with standards. This will be checked at future inspections.