



## 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 Road  
Mold  
CH7 4ED

**Type of Inspection – Baseline**  
**Date of inspection – 20 June 2014**  
**Date of publication – 19 August 2014**

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## Summary

### About the service

The Mill Day Nursery is located close to Mold town centre and is registered with the Care and Social Services Inspectorate Wales (CSSIW) to provide day care for twenty nine (29 children under the age of eight years. The nursery is open from 7.45am to 5.45pm Monday to Friday throughout the year except for Bank Holidays. Care is provided in two age or stage appropriate furnished rooms for babies and toddlers and pre school children. Outdoors the children have access to a variety of safe play areas.

The registered person at The Mill Day Nursery is Maria Sciarrillo and the person in charge/nursery manager is Kirsty Palmer. This is a bilingual setting offering care through the medium of Welsh and English.

### What type of inspection was carried out?

This was an unannounced, baseline inspection which considered the quality of life, quality of staffing, quality of leadership and management and the quality of the environment for the children attending on 20<sup>th</sup> June 2014 and subsequent dates.

Information for this report was gathered from:

- A knowledge of the setting, including the previous inspection report issued in October 2013 and information included in the most recent self assessment of service statement
- Examination of some written documentation including the certificate of registration, the Statement of Purpose and children's records
- Observation of individuals using the Short Observational Framework for Inspection (SOFI) tool which enables inspectors to observe and record life from a child's perspective; how they spend their time, activities, interactions with others and the type of support received
- Discussions with the registered person and nursery manager during the first visit and staff members present on the day.
- Discussion with the two deputy managers during the second visit
- Talking to some of the children whilst playing outdoors, and one parent collecting their child during the first visit
- Comments made in six CSSIW questionnaires returned by parents using the service and seven staff members

### What does the service do well?

This setting is providing a valuable service to parents who stated that they are more than happy with the good quality of care provided. The registered person, managers and staff at this nursery strive to exceed the National Minimum Standards and provide child care which is of a good standard.

### What has improved since the last inspection?

- Staff have attended training in First Aid, Welsh as a second language, Design To Smile, dental hygiene practices, Health & Safety and Infection Control.
- The nursery has completed its Infection Control Audit and taken the necessary steps to ensure that it's high standards are maintained
- As a result of the audit the reasons why children and staff are absent due to illness are now recorded

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

Procedures for obtaining information pertinent to the time of last dose of any medication given to children prior to arriving at the nursery must be reviewed. Any changes in procedures must be made known to parents and staff.

The nursery manager is to consider using peer observations with staff to monitor and further develop the quality of staff interactions with children.

The full name of staff must be recorded on daily registers

## Quality of life

Children at The Mill Day Nursery are well cared for and are valued as individuals. This is because they experience responsive care from a competent team of staff who listen to them and recognise and respond to their non verbal communication and social and emotional needs.

Children are treated with dignity and respect, and are encouraged to speak and express their feelings when possible to those staff allocated as key workers and others involved in their care. Staff were also responsive to the children's non verbal communication, providing feeds, nappy changes, a time for sleep, rest and cuddles. Registration forms had been completed by the parents/carers of children attending, individual needs had been identified and consequently were being met. We saw staff checking to see if the children were wet after playing with water; the children's clothes were changed if needed to make them more comfortable when they returned indoors. Children were also able to make choices in respect of what they do and with whom they play. At snack and mealtimes the individual needs of the children and preferences of parents were respected because alternative snacks and meals were offered.

Children thrive emotionally, socially, physically and intellectually, and are being stretched to use their imagination and experience a sense of achievement. At all times the staff were heard conversing with children and promoting their speaking and listening skills. We observed all of the children playing outdoors. Activities outdoors were recorded in the daily planning in the toddler and pre school rooms. The babies spent time outdoors on the swings in the shade or on mats on the soft play surface. The toddlers and pre school children played happily on ride on toys, in playhouses and on large play equipment such as slides, The pre school child could play separately in their own area with water for mark making on the chalk board and fence, and with water and sand.

Children's individual development for the over two's is promoted through planning reflecting the seven areas of learning within the Foundation Phase based on observations and assessments which are used to plan suitable and challenging activities. This was more prominent in the pre school room where detailed weekly and long term planning for indoor and outdoor activities were on display and observation notes were seen in the children's files. When the children returned indoors before lunch they enjoyed a music session and a story.

Children throughout the nursery are encouraged and supported to be healthy, active and physically well. This is because they are given age appropriate, healthy and nutritious, snacks, meals and drinks which are prepared by a trained cook, following Welsh Government Guidelines. We saw the children being served a fruit cocktail with a cup of milk at snack time and vegetable soup for lunch with a fruit crumble for dessert. All staff are aware of the importance of hydration and individual water beakers were always close to hand for the children. When outdoors the children wore their sunhats and had sun lotion applied. Personal hygiene and minimising the risk of cross infection is important to staff. We heard a staff member asking the children to "wash their hands properly". Babies were washed with their own face cloths and then changed before being put down to sleep on clean sheets, with favourite blankets and sterilised comforters if needed. We saw staff cleaning tables thoroughly, putting anti bac gel on their own hands, wearing latex gloves and aprons when changing nappies and being cautious when wiping noses.

Children are supported to develop and experience positive relationships and

attachments with other children and staff and have a strong sense of belonging. When in their own rooms with key workers, children were seen to be content and relaxed. We observed no undesirable behaviour as the children were well supervised and were kept interested. The children responded appropriately to the requests of staff and simple distraction techniques. At nappy changing times we saw the staff interacting positively with the children, communicating with them explaining what they were doing and offering toys and books to distract them if needed. The babies felt secure enough in their room to fall asleep within minutes of being put down on mats or in suitable reclining chairs.

## Quality of staffing

Children have positive relationships with the consistent and familiar staff team caring for them. We observed a sufficient number of suitable, experienced and competent staff putting into practice their knowledge and understanding of childcare development and learning in a safe, relaxed child centered environment. We observed staff encouraging the children to develop new skills. SOFI observations evidenced staff interacting and engaging with the children positively with warmth, affection and kindness.

Staff files and the settings self assessment evidenced that the nursery has the required number of staff who hold a suitable qualification and Disclosure & Barring Service certificate to enable them to work with children. The nursery manager has a level 6 qualification related to child care and development. Staff have access to regular training which enhances their current skills. Pre School staff attend training provided by The Early Entitlement Team. The annual appraisal of all staff which commenced in March has ensured that staff have an opportunity to discuss their current training needs and any issues or concerns they have regarding their work. Staff meetings are held monthly to discuss any areas of interest to the registered person, managers and staff.

The children were relaxed and comfortable with the staff who chatted to them as they played. The staff gently encouraged the children to share and when needed, showed them how to play with the resources they had chosen. Staff members were involved in the children's play and offered warm and responsive care. Such positive Interactions develop children's personal and social skills which enhances their emotional well being.

Children's expectations are exceeded and their needs anticipated without having to ask. We saw staff members assisting children who found it difficult to pedal the ride on toys. We saw children's runny noses being wiped and toddlers being assisted when eating. Children were therefore able to work things out for themselves or be supported by adults when needed.

## Quality of leadership and management

Parents are clear about what the service sets out to provide. They receive both verbal and written information about the setting, as well as being requested to complete child registration and contract forms before their child starts. We saw information displayed throughout the nursery with notes about activities planned, the current theme as well as creative displays of children's work. Parents are welcomed into the nursery when collecting their child and have an opportunity to talk to staff and enter their child's base room or the outdoor play area.

Children and parents are involved in defining and measuring the quality of the service. Parents were invited to attend meetings during the year and complete questionnaires, the children's opinions were sought during session times.

Overall, parents can be confident that the setting is very well run, with due care and attention to minimum standards and regulations. We were informed of staff changes when they occurred and were provided with the necessary paper work prior to the setting being inspected by the CSSIW. We were informed that staff members had regular contact with the registered person as she lives on site. Regular supervision meetings with staff members are conducted by the nursery manager. Staff meetings are held

We saw that the attendance register accurately records the names of staff caring for children. Staff to child ratios are often exceeded.

## Quality of environment

The premises were safe, clean, maintained and ventilated. Children were able to access resources easily which promoted their independence and which were suitable for their ages and stages of development.

Children find the environment stimulating. The pre school and toddler room was arranged into areas of interest that enabled children to choose for themselves. The walls of the nursery were covered with work that the children had produced either individually or in groups. There were photographs of the children engaged in activities and Ticw Bear sat prominently in the room, he is used to encourage Welsh as a second language. There were photographs of staff, certificates of qualifications and other relevant information for parents displayed in the entrance hall and base rooms. Lists of resources needed for the day were displayed on a whiteboard. We saw children who were very much at home in their environment which was due to the staff members providing a thoughtful and varied range of resources and activities which kept the children interested and happy.

Children's safety is taken seriously and members of staff carefully observed and supervised them whilst still encouraging their independence. We saw resources that were in good condition and were informed that many resources had been replaced. School pick up rotas and daily timetables were displayed prominently ensuring that staff knew their responsibilities and the needs of the children

We saw that emergency evacuation exercises had been undertaken and recorded. Accident records are evaluated by the nursery manager as an additional step to minimise the risk of harm to children. Required action is taken e.g removing furniture which may be in a position where children often bump into it or removing play equipment which may have become unsafe.

Toilets and hand wash basins were located centrally in the nursery and were used under staff supervision. The children could use the soap dispensers and had paper towels to dry their hands. Plenty of anti bac gel dispensers were seen throughout the nursery for staff use.

We saw that personal records being maintained were stored securely.

**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.