



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

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**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 – Focused
Date(s) of inspection – Monday, 14 September 2015
Date of publication – 3 November 2015**

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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 children under eight years of age. 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 appropriately furnished rooms for babies and the toddler and pre school children. Outdoors the children have access to a variety of secure 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 focused inspection on 14th September 2015 at 9.45am to lunchtime, considering the 'quality of life' experiences of the children on this occasion. The 'quality of staffing,' the 'quality of leadership and management' and the 'quality of environment' will be considered in more detail at future inspections.

This report is based upon;

- A knowledge of the setting, including the previous inspection report
- Examination of some written documentation including the certificate of registration, the statement of purpose and the quality of care review
- Observation of the nine children present in the morning session 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, and interactions with others and the type of support received
- Discussions with the person in charge and five members of staff present on the day
- Talking to some of the children
- Viewing all areas of the premises used by the children.

What does the service do well?

The nursery is continuing to provide an all round good standard of care for children which is further enhanced by the good relationships between parents and staff, and a management team which strives for improvement year on year to provide the best care they can provide. We examined the current action plan dated July 2015 to December 2015 which clearly provided details of any further action to be taken, by whom, and what has been achieved to date. The plan covered all aspects of the service e.g. staff training, dynamics within rooms, dealing with prospective new parents through to building maintenance.

The nursery was awarded a 'Tiny Tums Best Practice Certificate' in August 2015 and is committed to the 'Tiny Tums' scheme which promotes healthy eating for children under five years of age. The cook was also knowledgeable of the children's allergies and had attended relevant training, and had recently reviewed menus at the nursery. The nursery has been awarded a five star award from the Foods Standards Agency in relation to preparing and providing meals at the premises.

What has improved since the last inspection?

The behaviour policy and procedures for obtaining information regarding the time of last dose of any medication have been reviewed since the last inspection. Copies of the relevant policies have been forwarded to CSSIW and parents have been informed of the changes via the nursery newsletter.

The nursery manager has returned to working full time hours. The additional time has enabled her to focus on conducting more regular staff reviews as recommended in the previous report. Peer observations and preparing staff for inspections have been a priority since the introduction of SOFI observations.

The full name of staff members is now recorded on registers.

Areas focused on in the nursery action plan for further improvement since the last inspection, in order to achieve a higher standard of care for the children, includes:

- further development of the use of the Welsh language
- purchasing outdoor resources and to develop the use of the outdoors to its full potential
- issuing parent questionnaires for the annual quality of care review in September/October 2015 which will be followed by a parents evening. This will enable parents to have an input into the review process and suggest any improvements to be made.

What needs to be done to improve the service?

There were no issues of non compliance to report following this inspection.

The following positive practice recommendation was made, there was no impact on the children's safety on the day of the inspection and the nursery manager stated that the use of the highchairs in question would be reviewed, risk assessments conducted and the necessary action taken immediately.

- The nursery manager was advised to purchase additional restraints for four highchairs on the premises which were fitted with a lap belt only. There was an alternative brand of highchair available for use, fitted with an appropriate five point harness.

Quality Of Life

Children have good rights and control, were fulfilled by the environment and activities offered to them and had their emotional and physical needs well met by competent and caring staff.

Children attending The Mill Day Nursery were able to make choices, and to have good control over how they spent their time. We saw very good interactions between staff members in both rooms which were positive and generated a happy atmosphere. Staff supported the children when needed, gave plenty of praise and encouragement and were observed teaching the children how to use equipment and play items e.g. when using instruments in the music room, modelling with play dough, or when using a rocking caterpillar to encourage a baby to crawl. Giving children choice, praise and support is beneficial as it promotes the children's independence and ensures that their time is happily spent.

All children were treated with respect and dignity, were listened to and made to feel valued as individuals. We observed a staff member with a baby who was settling in at the nursery, the baby was able to continue with personal routines and slept as predicted by the parents for thirty minutes after breakfast. The staff member described how a comforter and blanket which had been provided by the parents had reassured the baby when being put down to sleep. The staff member confirmed that she was very aware of the baby's individual needs and the importance of having information from parents recorded in registration forms backed up by discussions on the day to help staff to meet the needs of the parents and provide the best care possible for their child. We also observed eight children aged one to three years in the toddler and pre school room. These children were encouraged to make their own decisions about who they played with and where. The two staff members supervising them showed an interest in what they had to say and supported them in their play when needed. When it was tidy up time before lunch the staff were seen chatting with the children at their level of understanding, and allowing them time to express themselves. The children were sociable, and friendly with members of staff as well as the inspector, which evidences that they feel secure in their environment.

Children are able to access opportunities to learn, follow interests and develop skills. We observed the children playing indoors, viewed photographs on the walls and looked at the nursery scrapbook and planning files. There was a multitude of evidence to confirm that the children have plenty to keep them occupied, stimulated and interested. We saw the baby having individual care, the staff member was seen comforting the child, encouraging the child to reach for toys and giving praise when they were reached. The staff member and baby were playing together with a range of age appropriate toys such as soft toys, teddies, sets, activity centres, rattles, shakers and sit and ride toys, on a soft mat, on the floor. Additional play items were stored in transparent boxes around the room, in sight and within reach. In the toddler/pre school room we saw a group of four children enjoying a music session in the purposely furnished music/sensory room. The children were happily singing songs of their own choice and making lots of noise with their instruments. The staff member was using humour to keep the children interested and spoke calmly expressing warmth in her voice when directing the children to put the instruments down at the end of the session. We saw the remaining four children accessing activities set out in the areas of learning in the pre school room; they included areas for looking at books, construction play, small world play sets, threading, mark making, manipulative play with dough, chalking or imaginative play in the home corner. Before lunch the children enjoyed a singing and exercise session. They sang action songs in English and Welsh, both the staff and children moved around energetically

hopping, clapping and jumping before relaxing on the carpet with the sleeping bunnies' song. It was evident through our observations throughout the morning that the staff genuinely care about the children.

The environment is bright, clean and stimulating as the building is well maintained and a lot of the children's art work is displayed on the walls of the nursery alongside colourful displays created by staff. Staff made good use of information displayed around the room, in particular Welsh words and phrases associated with 'Ticw Bear', weather charts, numbers, colours and shapes.

Children benefit from healthy and nutritious snacks, drinks and meals. We saw a staff member feeding a baby in a high chair. An appropriate portion of pasta bake was prepared for the baby, who had lunch under close supervision in a highchair. Later a bottle feed was given to the baby at a time requested by the parents. The older children ate their lunch in a dining area with staff. They were given a bowl of Carbonara cheese sauce with ham cubes, peas and pasta, for dessert they enjoyed crunchy apple bake, the crunch coming from a topping of cornflakes and nutmeg. Throughout the day the children were able to access drinking water from their own bottles and beakers stored conveniently in the room. A choice of milk and water to drink was provided at snack and meal times. The care provided at lunch time by staff was responsive. The children had their hands and faces wiped and were encouraged to eat and have an extra helping appropriately. Lunch time was a sociable and relaxed event with the children being encouraged to be increasingly independent, eat at their own pace and enjoy their time with others.

Children are given opportunities to participate in outdoor play, however we did not observe any outdoor play on this occasion. The outside area was secure and well resourced.

Parents can be confident that their children are receiving appropriate and responsive care by experienced staff in a safe and relaxed atmosphere. Interactions are positively good between staff and between staff and the children. The staff worked well as a team and were naturally caring and warm in their approach to their work.

Quality Of Staffing

This inspection focused on the experiences of the children. Reference to the quality of staffing if relevant is included in the previous section. CSSIW did not consider it necessary to look at the quality of staffing on this occasion as no concerns were raised prior to the inspection and practices seen on the day were good, however this theme will be considered during future inspections.

Quality Of Leadership And Management

This inspection focused on the experiences of the children. Reference to the quality of leadership and management if relevant is included in the previous section. CSSIW did not consider it necessary to look at the quality of staffing on this occasion as no concerns had been raised prior to the inspection, however this theme will be considered during future inspections.

Quality Of The Environment

This inspection focused on the experiences of the children. Reference to the quality of environment if relevant is included in the previous section. CSSIW did not consider it necessary to look at the quality of environment on this occasion as an inspection of the premises raised no concerns, however this theme will be considered during future inspections.

We confirmed that fire drills have been practised on a monthly basis until August 2015, all staff are involved and a set rota is followed to ensure all children and staff are aware of the procedures.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. 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.

- **Focused 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. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused 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.

