

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

Sunnybank Children's Nursery Limited
3 Stow Park Ave
Newport
NP20 4FH

Type of Inspection – Focused
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Summary

About the service

Sunnybank Children's Nursery is situated close to Newport town centre. It is based in a large traditional house with an outdoor play area and parking space to the rear. The service is registered to provide care for a maximum of 71 children under the age of eight years. The nursery is one of three nurseries owned by Jane and Graham Bateman, who are also the nominated Responsible Individuals. Gemma Major has recently taken over as Person in Charge (PIC) of the nursery. Gemma previously worked as a PIC at Chepstow nursery, one of the other nurseries in the group. She has nine years' experience. Sunnybank has been open for over twenty years.

What type of inspection was carried out?

The Care and Social Service Inspectorate Wales (CSSIW) carried out a scheduled, unannounced, focussed inspection. We concentrated on the quality of life theme for children using the service, although we also discussed an issue with regards to staff performance monitoring. Prior to the inspection we read and analysed information held by CSSIW about the setting. Present at the inspection were the PIC, nursery staff and minded children. We also spoke to two parents.

What does the service do well?

We did not identify any specific areas of excellence during this inspection, although we found areas of consistent good practice

What has improved since the last inspection?

Since the last inspection a system has been put in place for the Person in Charge to be supervised by a senior member of staff.

The new PIC is also currently in the process of undertaking an Infection Control Audit in line with new guidance published by Public Health Wales. Staff we talked to spoke highly of the new PIC and told us that she was very supportive and approachable.

What needs to be done to improve the service?

There were no areas of regulatory non-compliance identified during the inspection.

Quality Of Life

Overall, we (CSSIW) found that outcomes for children were positive and they were provided with warm, responsive care in a stimulating environment.

Children have opportunities for freely chosen, unstructured and self-directed play. The routine of the nursery includes time for free play. We observed children moving freely between activities as they chose. Some children were playing with the sand pit and then decided to join in cutting and shaping play dough. A list of the daily routine was displayed and this included free play in the afternoon. We saw lots of toys and activities for children to choose from, stored so children could access them easily.

Children have opportunities to learn, follow interests and develop skills. Staff support children's development through play. We observed that the whole nursery were using the theme of 'Space' to help children to learn. Staff had been creative and made a 'Space Tent', covered in silver foil. We saw that children were playing happily inside with a number related activities; staff said the focus was on maths that day. We saw photos of children undertaking a range of activities. A parent said of the nursery, *"Absolutely love it. They do so much with the kids. My child comes five days a week and they take them to the park."* We also saw that children had used ICT to produce pictures of space rockets to display. We heard a member of staff singing a Welsh song and she said that children are supported to count, learn colours and name body parts in Welsh. A Weekly Activity Plan was displayed which included outdoor play, arts and crafts and quiet time. We sampled some of the older children's files and saw that their development had been observed and recorded. However, staff working in the babies' rooms told us that they did not have a system to monitor babies' development. One staff member said that the PIC had discussed this with them that morning. The PIC confirmed this and showed us that she was in the process of establishing a formal system to record children's development.

Children are encouraged to gain independence and self-help skills. This is because staff provide opportunities for children to be given responsibility. We heard staff remind one child to wipe her nose. The child fetched a tissue that was kept where children could reach them and wiped her own nose. Staff praised the child for doing this. We saw one child drying her hands after using the toilet independently. She told us, *"You flush the toilet, then you wash your hands and then you dry them and you pull your sleeves down."* We sampled some Individual Record Sheets and staff explained that they were focussing on promoting independence in readiness for children going to school.

Children experience warmth, attachment and belonging. There is a key-worker system in place so each child has a familiar person to care for them. A member of staff said that all the staff know all the children in the nursery. One key worker told us, *"I miss them when they go downstairs [to join the pre-school group]."* We observed a baby being cuddled during their bottle feed. A parent told us, *"Really pleased with the place. The staff are great. Everyone is so friendly, she's settled in really quick."* Another parent said, *"We absolutely love it. Never any concerns. I've had two cousins come here previously and my godson. It made me feel a lot more confident and I knew how they worked."*

Quality Of Staffing

This inspection focussed on quality of life. CSSIW did not consider it necessary to look at the quality of staffing on this occasion. This theme will be considered at future inspections.

Quality Of Leadership and Management

This inspection focussed on quality of life. CSSIW did not consider it necessary to look at the quality of leadership and management on this occasion. This theme will be considered at future inspections.

Quality Of The Environment

This inspection focussed on quality of life. CSSIW did not consider it necessary to look at the quality of environment on this occasion. This theme will be considered at 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.

- **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.

