



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

Brambly Hill Day Nursery and Early Years Academy

**Block B5
Residential Site
Prince Philip Hospital
Llanelli
SA14 8QF**

**Type of Inspection – Baseline
Date(s) of inspection – Tuesday, 10 November 2015
Date of publication – Tuesday, 22 March 2016**

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Summary

About the service

Brambly Hill Day Nursery and Early Years Academy, formerly known as The Playroom Day Nursery was registered in 1990. They offer full day care for up to sixty children under eight years at any one time. The setting consists of a section for children under two years of age and another section, which is housed in the new extension, for children over two years. Children have access to an enclosed outdoor play area. The setting has a contract with Flying Start to offer places to eligible two year olds. English is the main language of care at the setting but Welsh is introduced.

Katerina and Peter Clark are the responsible individuals on behalf of the company, the Playroom Management Services Ltd and Mrs Clark along with Sharon Morgan are the persons in charge.

What type of inspection was carried out?

This was a planned unannounced baseline inspection that looked at all four themes; quality of life, quality of staffing, quality of leadership and management, and quality of environment. Issues raised in a concern about staff child ratios, record keeping, staff child interactions and organisation of rooms were focussed upon at this inspection. The inspection took place on Tuesday morning, 10 November 2015. Twenty eight children, six staff and the responsible individual/person in charge were present during the visit.

The following inspection methodologies were used:

- Observation of interactions between the staff and children
- Talking to the children
- Discussions with the responsible individual and staff
- Sampling of certain records including the statement of purpose and quality of care review report.

Observation of three children using the Short Observational Framework for Inspection (SOFI) tool. The SOFI tool 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.

What does the service do well?

Children benefit because the ratio of qualified staff exceeds the National Minimum Standards.

Children are protected by the setting's hygiene practices and the setting has been awarded a 5 rating from the Food Standards Agency.

Children are cared for by consistent staff as many have worked at the setting for a number of years and the turnover of staff continues to be low.

Children's oral and dental health is promoted as the setting is part of Designed to Smile.

Parents are kept well informed about their child's day in the setting.

What has improved since the last inspection?

The premises have been extended creating a new playroom for the older children.

What needs to be done to improve the service?

No non compliance was identified.

Quality Of Life

Overall, we (CSSIW) found that children are secure, happy and comfortable with their carers and that the care given promotes warm relationships. Children attending the setting have access to a wide range of play opportunities. The setting places a great emphasis on promoting children's creativity.

Children's individual needs are met because staff have detailed information about the needs of the children in their care. The setting uses registration forms to obtain information about children prior to the start a placement. Parents are invited to visit the setting before their child start and this gives staff an opportunity to learn about individual routines. We found that appropriate information about the children's progress was recorded and that this was fed into the overall plan of activities. A key worker system was operated with consistent staff in each section enabling them to form close bonds with the children in their care. During the visit staff demonstrated that they knew the children well. For example staff knew how children like to sleep and which children needed assistance at lunch time. Staff also knew about children's allergies and acted appropriately.

We found that children are listened to and their views valued because the daily timetable had a good balance of adult and child led activities. There were adequate resources in each section enabling the children to make their own choices. They moved from one activity to another and played independently. A group of children playing on the floor decided to make a house out of the wooden blocks. They planned what they wanted to do and carried on without needing any support from the staff who was nearby. Toys were situated at the children's level. Children's independence was promoted and all of the older children washed their hands independently after painting. They were also responsible for tidying up after they had finished playing.

Children benefited from a range of interesting and educational activities because we saw the planning, displays and photographs of activities and also observed the children playing during the visit. There were many displays of the children's work throughout the setting helping to create a welcoming, stimulating environment. We found that the children were engrossed in their activities and played enthusiastically and happily. Most know the routine of the setting and showed pride in their work. The older children talked confidently about the trees they were painting and reflected on their recent walk around to look at trees and collect leaves.

Parents can feel reassured that the children remain healthy because good health and hygiene is practised and promoted in the daily routine. The setting is involved in the 'Designed to Smile' scheme. There is a strong emphasis on healthy eating and the cook prepared meals using fresh fruit and vegetables. Good hygiene procedures were evident during the inspection with the children and staff washing their hands before lunch time.

Children experience warmth, attachment and belonging because they are cared for by a team of consistent and motivated staff. Through our SOFI observations we saw staff demonstrating genuine affection towards the children in their care and responding quickly when children became upset. Plenty of hugs and cuddles were observed and we noted that warm and comfortable relationships had developed between the children and staff.

Staff were sensitive to children's feelings and were very attentive to those who had just moved up from the sister nursery. Both parents and children had visited the new setting during the transition period to help them settle and get to know staff. Our SOFI observations also evidenced that staff constantly interacted with the children encouraging them to give their opinions about what they were doing. For example we heard a delightful conversation about what happened to the red paint when it was mixed with the yellow paint.

Quality Of Staffing

We found that the children are being cared for by a team of experienced and qualified staff who strive to provide a safe and stimulating learning environment for the children in their care. Many of the staff have worked at the setting for a number of years.

Parents can be confident that their children are being cared for by competent staff because all the core staff working in the setting held appropriate child care or teaching qualifications and regularly attended training to update their knowledge. The majority of staff also hold first aid, food hygiene and safeguarding certificates. They knew what was expected of them in their roles and worked well together. Staff displayed competence in their interaction with the children.

Staff were seen to be motivated and enthusiastic resulting in a happy, stimulating environment where children felt secure and appreciated. The children behaved well, they demonstrated high levels of self esteem and were comfortable in the presence of staff. A few of the children were still settling in and we saw that staff were sensitive to their feelings and offered plenty of support and reassurance. We observed the staff constantly offering praise and encouragement to the children in their care and they were relaxed, calm and affectionate with them.

Staff ensure that parents are kept up to date about their child's care because the setting uses many methods to keep parents informed including daily records, development books and meetings. Photographs were displayed in the entrance foyer showing parents what activities the children enjoyed at the setting.

Children's well being is promoted because there were sufficient staff caring for them ensuring that they receive timely care and support. We found that on inspecting sample days in the daily register that correct staffing ratios were maintained. The number of qualified staff exceeds the National Minimum Standards.

Quality Of Leadership and Management

We found that the setting operates in an organised and well managed manner and that there are effective administrative and management systems in place.

Parents are provided with adequate information to assist them to make an informed choice about the setting because a comprehensive statement of purpose and information pack was available. Additional information was available at the setting including the policy file, reports, certificates and general child care information.

Children are safeguarded in respect of suitability of staffing as previous inspections had evidenced that the responsible individuals had obtained all of the information required by regulations when recruiting staff. There had been no staff changes since the last inspection. Regular staff meetings were held and appraisals were carried out every year. Staff told us that they felt supported by management.

We found that children are safeguarded by the setting's record keeping because the regulatory records were maintained to a high standard. Records were clear, kept up to date and stored securely. A sample of the following records were viewed at this visit including attendance registers; child record forms, consent forms and medication records. The setting had valid public liability insurance and the certificate was displayed on the premises. Parents can also be assured that any child protection issues raised are dealt with appropriately because we found that the setting had a policy in place and that all staff had undertaken relevant training.

Children and parents are consulted about the service provided because questionnaires were distributed to obtain parental feedback and parents meetings held. Children's views were frequently sought at regular times during the year. The setting was in the process of reviewing the quality of the care provided and producing their annual report on the findings.

Quality Of The Environment

We found that children are cared for in an environment that was safe, secure and suitable for its purpose and provides a rich environment for play. There had been a few changes since the last inspection. The new recently completed extension housed children over two years old and the under twos were cared for in the conservatory and the two adjoining rooms.

We saw that children are cared for in an environment that is welcoming and stimulating because the premises were brightly decorated with the children's craft work and educational posters. It contained child sized furniture and colourful and natural age appropriate toys and resources. High standards of hygiene were maintained and the premises were seen to be clean, comfortable and welcoming. There was adequate play and rest space and there were separate rooms for the different age groups ensuring the safety of the children and access to appropriate resources in each section. An enclosed outdoor play area was available.

Children's well being is promoted because they have access to furniture, equipment, toys and materials that were appropriate and suitable for their learning needs. Resources were seen to be clean and kept in good order and there were sufficient resources for the children attending. We found that resources were replenished as required.

Children are cared for in secure premises because there was a system in place for managing access to the premises as the main door was kept locked and identification was requested from visitors. A record of visitors was maintained by the setting.

Parents and children can be confident that the premises are maintained to a high standard because the setting had systems in place for the daily cleaning and for maintaining the premises. Risk assessments were in place and were reviewed regularly. Specific assessments had been written during the building work to manage additional risks. Fire safety matters were satisfactory and regular fire drills were practised.

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.