



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

# Childcare Inspection Report on

**Hannah's House Day Nursery**

**157-159 Vale Road  
Rhyl  
LL18 2PH**



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## **Description of the service**

Hannah's House Day Nursery is located in the seaside town of Rhyl in Denbighshire. The service opened September 2016. The nursery is on two floors and aims to provide a home from home environment. The service is registered to care for 84 children aged 0 - 12 years. Care is provided weekdays from 7:00am – 18:00pm offering full day care including breakfast and afterschool club.

The registered person is Lisa Williams and the person in charge is Natalie Walsh. The service operates in English.

## **Summary of our findings**

### **1. Overall assessment**

Leaders have high expectations and monitor the service in order to ensure all policies are implemented. Practitioners are managed well and as a result are clear about their roles and responsibilities and are effectively deployed. Self evaluation is already effective even though the service has not been in operation for 12 months. Leaders take good account of all recommendations and feedback to improve the service offered. There are very good relationships with parents who spoke highly of the service offered and how their children loved coming.

### **2. Improvements**

Not applicable for this focused inspection.

### **3. Requirements and recommendations**

There were no requirements as a result of this focused inspection. One recommendation has been made for the service to fully utilise their CCTV camera system.

## **1. Well-being**

### **Summary**

This inspection focused on the leadership and management of the service.

## **2. Care and Development**

### **Summary**

This inspection focused on the leadership and management of the service.

### **3. Environment**

#### **Summary**

This inspection focused on the leadership and management of the service.

## **4. Leadership and Management**

### **Summary**

Leaders have high expectations and monitor the service in order to ensure all policies are implemented. Practitioners are managed well and as a result are clear about their roles and responsibilities and are effectively deployed. Self evaluation is effective and leaders take good account of all recommendations and feedback to improve the service offered. There are very good relationships with parents.

### **Our findings**

#### **4.1 How effective is leadership?**

Leaders meet regularly with practitioners and their roles and responsibilities are well understood.

The service's statement of purpose provided parents with the information they needed in order to decide whether the service met their and their child's needs. We found practitioner files were all in good order and contained the relevant information. Leaders meet regularly with practitioners who were well deployed and had clear roles within the service. Leaders have high expectations and we viewed a sample of policies and procedures, which had recently been updated. Leaders take good account of local and national initiatives such as the Healthy and Sustainable pre- school scheme and Designed to Smile. By following these schemes leaders ensure children had positive benefit such as improved dental health and nutrition in the service.

Leaders manage the service effectively

#### **4.2 How effective is self evaluation and planning for improvement?**

Leaders are keen to improve the service provided.

Leaders told us they wanted to improve the service and told us they were continually updating their resources and provision even though they had not yet been open for 12 months. Leaders explained they had also applied to offer Flying Start provision and the feedback from the initial visit by the coordinator had been good. As rooms in the service were being re painted, it was suggested by Flying Start that the space they were going to use should be neutral with calm colours. Leaders immediately changed their plans and made the decision to use a soft pale green. Leaders, in preparation for their quality review, showed us questionnaires ready to complete and told us there was a system in place to collate the views of parents and children. We also saw a suggestion box which was well placed in the comfortable waiting area. During the visits we saw positive changes in the service to improve the experiences and outcomes for the children such as creating a messy area for the youngest children to paint.

Leaders listen to feedback and make changes to develop the provision.

#### **4.3 How effective is the management of practitioners, staff and other resources?**

Leaders ensure all practitioners are qualified.

We saw evidence regular meetings were held with practitioners and leaders which identified training needs and provided opportunities to discuss any issues arising. We found practitioners were sufficiently qualified and experienced to care for the ages of children attending the service. Practitioners had attended safeguarding training and had up to date DBS, first aid and food hygiene certificates.

Leaders manage practitioners, staff and other resources well.

#### **4.4 How effective are partnerships?**

Leaders ensure parents are informed about their child's time in the service.

We observed leaders to be exceptionally welcoming and very friendly when greeting and talking to parents. Documentation showed parents were informed about their child's well-being and progress through the use of individual daily diaries which were sent home with the children. We saw a child who did not want to leave the service when it was time to go home as they were having such a good time. Leaders drew our attention to a child happily bringing a special cake for the cook. We observed two new parents being shown around the service and several parents collecting or dropping off their children throughout our visits. Parents told us they were 'extremely happy with the nursery' and 'my child loves coming'. Smiling faces evidenced that all parents and children were content and happy with the care they were receiving and the time they spent in the service. We saw message books which ensured information was effectively passed on from parents who arrived in the service very early.

Leaders work to promote effective partnerships to improve children's outcomes.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

None

### **5.2 Areas of non compliance identified at this inspection**

None

### **5.3 Recommendations for improvement**

- To ensure the CCTV cameras are used better in the rooms to provide further evidence children are cared for appropriately in the service.

## **6. How we undertook this inspection**

We undertook unannounced inspections on 8 August 2017 and 1 September 2017 and 4 September 2017 as a result of a series of similar anonymous concerns received about the leadership and management of the service. We received two further anonymous concerns which we discussed with the registered person and leaders. We spoke to the registered person on 10 October 2017 to confirm we had not received any more concerns and to feedback to the provider with our recommendation.

We found there was no evidence to support any of the anonymous concerns and were satisfied with the way in which the leaders were running the service. We recommended the more effective use of CCTV cameras which were already installed in the rooms.

- we looked at all the rooms used by the children in the service;
- we spoke to the registered person and the person in charge and the cook;
- we observed and spoke to two new parents looking round the setting and several other parents collecting and dropping off their children at different times;
- we spoke to the nursery owner's husband;
- we spoke to social services staff who have their own children in the service;
- we looked at all practitioners' files, policies and procedures, children's records
- we spoke to the painter who was decorating the pre school room
- we spoke to practitioners and children in their playrooms; and
- we spoke to the allergy nurse who had come to give technical training to practitioners.

Further information about what we do can be found on our website [www.cssiw.org.uk](http://www.cssiw.org.uk)

## 7. About the service

Type of care provided	Childrens Day Care Full Day Care
Registered Person	Lisa Williams
Person in charge	Natalie Walsh
Registered maximum number of places	84
Age range of children	0 -12 years
Opening hours	8am to 6pm
Operating Language of the service	English
Date of previous CSSIW inspection	8 May 2017
Dates of this inspection visit(s)	8 August 2017, 1 September 2017 and 4 September 2017. 10 October 2017 recommendation to the provider.
Is this a Flying Start service?	No
Is early year's education for three and four year olds provided at the service?	No
Does this service provide the Welsh Language active offer?	No
Additional Information:	