



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

Little Einstein`s Day Care Limited

**Westbury House
New Dixton Road
Monmouth
NP25 3PR**

**Type of Inspection – Focused
Date of inspection – Monday, 7 September 2015
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Summary

About the service

Little Einstein's Day Care Limited is registered with CSSIW (Care Standards and Social Services Wales) to provide day care for up to 42 children aged under 8 years. The nursery occupies self-contained detached premises on the outskirts of Monmouth. Children are cared for in groups according to their age and ability in separate base rooms. The babies and school-aged children are based on the first floor; the toddlers and pre-school children use rooms downstairs. There are two outside play areas. The Responsible Individual (RI), Rebecca Edwards, has overall responsibility for the service as well being in day to day charge. This is predominately an English language service with some use of Welsh.

What type of inspection was carried out?

This was a scheduled, focused inspection which looked mainly at the quality of life theme. The visit to the service was unannounced. The findings in this report were based on:

- general observations of child care practices, activities and routines of the session
- discussion with the RI and other staff
- scrutiny of documentation held by CSSIW including the previous inspection report
- observations of the interactions between the staff and children and staff and parents
- use of the SOFI tool (Short Observation Framework for Inspection) which focuses on the quality of engagement, mood state and staff interaction experienced by the children
- a brief visual check of the premises
- scrutiny of some documentation held by the group, including children's personal development records.

What does the service do well?

The RI is very keen to develop the service to improve the quality of the provision.

What has improved since the last inspection?

A significant number of improvements have been made to the service since the previous inspection:

- the pre-school room had been de-cluttered, re-decorated and re-organised with specific areas for different types of play to create a bright and welcoming space where resources were easily accessible to the children
- a staff room and additional staff washroom had been provided
- a base room had been provided for the school-aged children
- a new water station ensured that children had free and easy access to drinks throughout the day
- the outside play areas had been developed with the addition of a 'fairy ring' for children to enjoy circle times, mud kitchen and other new resources and equipment. The fences had been painted to create a more colourful play space and a new fence had been installed across the steps, thus improving safety.
- the hall had been de-cluttered and an achievement board for the children had been created
- the issues relating to the damp in the children's washrooms had been addressed and the nappy change area organised to provide better levels of privacy for children
- the baby base room had been re-decorated and new carpet provided
- the sleep room had been relocated to a quieter area within the nursery

- hot water had been provided in the baby nappy change room
- policies and procedures had been reviewed and updated

The areas of non compliance outlined in the previous inspection report had been addressed.

What needs to be done to improve the service?

There were no areas of non compliance identified at this inspection.

We discussed the following as areas in need of further improvement. A number of these had already been identified by the RI and were in the process of being reviewed:

- continue to review and improve systems for observing children and recording their development
- continue to promote the use of the Welsh language, particularly with the pre-school children
- consider reducing the use of background music within the base rooms so the children are able to hear normal environmental sounds, particularly human speech, in order to help them develop their own hearing and speech
- include staff training and plans to develop the service in the operational plan
- ensure that records are maintained of staff supervisions
- ensure that the quality of care review report is available to parents and other service users
- ensure that the statement of purpose accurately reflects how the service operates.

Quality of Life

Overall we found that children were happy and enjoying the activities provided. Their choice and independence were positively encouraged and staff were sensitive to their individual needs.

Children have choice and their independence is promoted. Staff work, particularly with the older children, to promote their independence skills. Improvements to the pre-school and toddler room ensure that toys and resources for these age groups are now easily visible and accessible to the children. We saw children moving freely around their base rooms, choosing their own resources and activities. During a craft activity we heard staff asking children “Would you like to put glitter on?” and “Would you like to go and play?” demonstrating that staff were sensitive to the children’s wishes and promoted their choices. We saw the babies moving freely and appropriately placed furniture encouraged their independent movement. They could access toys easily. We observed that the toddlers and pre-school children were encouraged to access the washrooms independently, whilst being offered appropriate levels of support. During lunch time children were encouraged to help themselves to water from the water station and could choose their own cutlery and cups. However, we noted that the food was pre-plated from the kitchen and children did not have the opportunity to serve some of the food themselves at the table which would help promote their levels of choice and independence further. We discussed this with the RI who agreed to review processes.

Children are able to access opportunities to be active, positively occupied and stimulated because the choice of activities and resources are age appropriate and provided a range of learning experiences. Although, due to the lay out of the outside play area, children cannot access this freely, from discussion with staff and a review of the timetable and children’s daily diaries it could be concluded that children were given regular opportunities to play outside. We noted that the toddlers and pre-school children enjoyed a large part of the day in the garden where we saw them exploring their natural environment, developing their climbing skills, enjoying role play in the ‘castle’ and playing with sand. Wet weather clothing was provided, which meant that the children could play outside in all weathers. We observed the children having great fun in a group activity with shaving foam. Staff encouraged them to explore the foam and ‘get messy’, whilst extending their learning by asking the children what they could draw in the foam, inviting them to write their names and joining in their ideas to make cakes. We noted that music was being played quite frequently in the background in the base rooms. Although this can be pleasant, it can hinder children’s speech and language development if played too much as it reduces their ability to hear human voices and natural sounds. We discussed this with both the RI and staff who agreed that the use of background music would be reviewed.

Children’s individual needs are met because staff work closely with the children. Staff who spoke with were aware of children’s stages of development and their individual needs. Staff told us they were in the process of improving the way in which observations and assessments of children were undertaken. Previously these had been undertaken every 6 months and staff felt this was not frequent enough as it did not accurately reflect children’s progress. There were general activity plans in place and staff told us that where necessary these were adapted to meet the particular needs of children. Consideration should be given to developing records to demonstrate how observations made relate to the activities planned, to show how each child is supported and their progress promoted.

Children experience warmth and enhanced well being because staff are sensitive to their

needs. Staff told us that they operated a flexible settling in procedure which allowed children to settle at their own pace. Routines for babies were followed in accordance with the parent's wishes. One of the children present had begun attending the setting quite recently. Our observations indicated that they were settled and happy. Staff were aware of this and ensured that they received appropriate levels of support. We noted that when the child was unsure of some of the activities, staff encouraged them to join in but allowed the child to do so at their own pace and respected their wishes to watch if they preferred. We saw children approaching staff if they needed reassurance. The atmosphere was very positive with staff encouraging children to try new activities and acknowledging their achievements with praise and positive language.

Quality of Staff

This inspection focused on the quality of life. CSSIW did not consider it necessary to look at the quality of staffing in detail on this occasion as the only issue raised around this area at the previous inspection had been addressed by the service: Sufficient staff are now employed to look after the children so that staff:child ratios are adhered to at all times, including staff breaks.

This theme will be considered in more detail in future inspections.

Quality of Leadership and Management

This inspection focused on the quality of life. CSSIW did not consider it necessary to look at the quality of leadership and management in detail on this occasion as we found that the issues raised around this area at the previous inspection had been addressed by the service.

We spoke with staff who told us that they had regular supervision meetings with the RI to discuss their professional development and any concerns. We noted that although records were maintained of annual appraisals, written records were not maintained of supervision meetings. This was discussed with the RI. We noted that the operational plan did not provide information on staff training plans and plans about the development of the service. The RI agreed that this would be addressed. The service had produced an annual quality of care review report. However, the RI had overlooked the need to make this available to parents. The statement of purpose had been updated since the previous inspection but was in need of further review in order that it accurately reflected the service provided

This theme will be considered in more detail in future inspections.

Quality of The Environment

This inspection focused on the quality of life. CSSIW did not consider it necessary to look at the quality of the environment in detail on this occasion as we noted at the inspection that the issues raised around this area at the previous inspection had been addressed by the service.

This theme will be considered in more detail in future inspections.

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.

