



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

Squiggles Pennard Day Nursery

Pennard Road
Pennard
Swansea
SA3 2AD

**Type of Inspection – Baseline
Date(s) of inspection – 23 July 2013
Date of publication – 23 August 2013**

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Summary

About the service

Squiggles Pennard Day Nursery is registered to care for a maximum of 35 children aged 0-8 years old. Of those 35 children 6 are to be aged 0- 2 years old. The setting operated Monday to Friday. Samantha Lewis is the registered person and the person in charge is Alyson Butt.

Squiggles Pennard Day Nursery operated from a self contained building in Pennard Swansea.

What type of inspection was carried out?

On 23rd July 2013, a baseline inspection was undertaken, which considers both the experience and quality of life of children using the service and to check compliance with the regulations.

The methodology used included:

- One unannounced visit
- Service data and self assessment documentation
- Discussions with the registered person/person in charge, staff and children
- Premises walk through
- Sampling of records

What does the service do well?

Seven staff held a level 3 qualification, and one a level 4 qualification
During the inspection there were more than the required numbers of staff on duty for the number of children in attendance

What has improved since the last inspection?

What needs to be done to improve the service?

There were no issues of non compliance to report. The Nursery was notified of the following:

NMS 5.1 Records

To ensure that all sections on forms were completed such as the year on the accident record, and on the medication record, the name of the medicine and when it was last administered.

NMS 7.9 Opportunities for play and learning

To further develop the record of children's progress, to include children aged 0 -2 years and to use it to help plan the next steps for the children's play learning and development.

NMS 13.2 Suitable person

To have statements by the registered person on all staff files regarding her satisfaction to the person's identity, the means by which she is satisfied, the suitability of the persons qualifications, authenticity of the qualifications, and that the person is mentally and physically fit for the work they are to perform.

To ensure that any missing information such as the date the person commenced employment, a photo, two references and a CV are added to the staff file.

Quality of life

Children are cared for in a warm, nurturing and stimulating environment. It was evident that positive relationships had developed between the children and the staff. We (CSSIW) saw the interactions between the staff and children were warm, caring and relaxed and the children were seen to be very much at home and settled in the setting. We saw numerous examples of the children having individual attention from the staff and reassurance was provided when necessary.

Children experience choice and are treated with respect and dignity. There was a good balance of adult led and child initiated activities. During the inspection the staff had arranged a party for the children leaving the setting to go to school which included the whole nursery. The children were dressed as princesses and pirates as well as one child who said that he was Puss in boots. The costumes made using the toilet a little bit more difficult however the staff were on hand to assist, ensuring that the children did not have unnecessary accidents. We saw the children enjoy playing in the garden once suntan lotion was applied and hats worn with sun glasses available for those who wanted to wear them. The staff responded to the children with affection, making good eye contact and using age appropriate language to support the children with their development. There was a warm, welcoming atmosphere and the children were happy and spontaneous in their actions.

Children experience a sense of achievement because the staff praised them for their efforts such as sitting down nicely while having an ice lolly, being caring towards a ladybird that had been found and for taking turns at holding it. Outside play included playing on the range of equipment such as the climbing frame/slide, the princess house and riding in coupe cars. Messy play was also provided in the form of crazy soap and bubbles. The children participated in party games in one of the playrooms such as dancing, playing with balloons and they took part in nursery rhymes by singing along and using actions learned.

Children experience appropriate, responsive care from staff who have an up to date understanding of their individual needs and preferences. This was because prior to placement contracts which gave parents the opportunity to record any requirements their child may have were completed and included consent for emergency treatment. During the children's time at the setting staff had begun to record children's progress in the over two's area and agreed to further develop this record to include under two year olds to help plan the next steps for the children's play learning and development.

Children benefit from a healthy diet and attention to nutrition and hydration. One of the younger children who was asleep when lunch was served ate her meal when she awoke which was home made chilli and rice which she enjoyed. As it was a party day, tea was made up of party style foods which included wholemeal sandwiches as well as crisps, and biscuits. The tables were laid ready for tea with party hats and streamers. The older children sat appropriately at the child-sized tables and the younger children in high chairs with harnesses. Drinks were provided to the children. The children followed a good hygiene routine and washed their hands prior to eating.

Quality of staffing

Children are cared for by familiar staff who are competent to provide a wide range of learning experiences to the children because as confirmed on the service data and self assessment documentation seven staff hold a level 3 qualification, one a level 4 while two other staff did not hold a qualification.

Three staff files were viewed. One file had gaps in the information required such as the date the person commenced employment, a photo, two references and a CV. The registered person was notified of the gaps and the need to close them. The PIC said that the information had probably fallen down the back of the filing cabinet as there seemed to be a problem with the draws. A recommendation to also have statements on all files from the registered person regarding her satisfaction to the person's identity, the means by which she is satisfied, the suitability of the persons qualifications, authenticity of the qualifications, and that the person is mentally and physically fit for the work they are to perform was agreed.

Children have good interaction with staff and feel enhanced well-being as a result because the staff were seen to be positively engaging in two way conversations with the children present and the care and support provided to the children was good. The children received positive encouragement and good behaviour and achievements were praised such as when children listened to instructions such as sitting down when coming down the slide, with cuddles, smiles and with rewards such as stickers.

Care was provided by a relaxed staff team who were able to cope with more complex demands without being stressed or resentful as they saw to the needs of the children present along with answering our questions and providing documents for us to view.

Quality of leadership and management

Parents using the service are clear about what it sets out to provide; because a variety of information was made available to parents such as the setting's policies and procedures. Information for parents was displayed on the notice board at the entrance to the setting this included the public liability insurance which was valid until 14/12/13. It was evident through speaking to parents that they were happy with the care their child received.

Children receive effective support from a service which can fully meet their needs as the staff are aware of the children's dietary and medical requirements as well as well as their likes and dislikes.

Parents using the service are actively involved in defining and measuring the quality of the service because the setting was in the process of seeking parents' views regarding the service provided. The registered person agreed to complete her annual quality of care review, produce a quality of care report and forward a copy to CSSIW.

Parents and carers of the children attending the service can be confident that the service is generally well managed. Three children's files were viewed and the information seen included the contract, accident record, medication record, personal profile which recorded milestones for the over two year olds. The need to ensure that all sections on forms were completed such as the year on the accident record, and on the medication record, the name of the medicine and when it was last administered was discussed with the PIC who agreed to ensure the gaps were closed. No concerns had been raised and no complaints had been received by the setting. During the inspection there were more than the required numbers of staff on duty for the number of children in attendance.

Quality of environment

Children are cared for in a stimulating and comfortable environment which offers a sense of familiarity. The children had use of three play rooms one for the under two's and two for the over two's. The children had the opportunity to play outside in the enclosed fenced area. The rooms were welcoming and child friendly as all parts were well maintained and decorated. Safety features such as children's safety gates were in evidence. The children present at the inspection were seen to be happy and at ease within the surroundings.

Children's wellbeing is promoted because the range of facilities and equipment met their particular needs. There was a good range of toys and activities available to the children present at the time of the inspection and they were viewed as clean, age appropriate and in good condition.

Children were able to do things for themselves such as using the children's toilets and wash hand basins because of the design of one of the over two's room which incorporated these facilities.

Children are cared for in a safe and secure environment because the entrance door was secured and personal items were stored in a locked cupboard. Visitors and parents were admitted to the setting by the staff.

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.

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

Baseline and focussed 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.