



## **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**

#### **Lullabyz Nursery Ltd**

Riverside Court  
Tregare Street  
Newport  
NP19 7AP

**Type of Inspection – Baseline Inspection**

**Date of inspection – 17 April 2013**

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## Summary

### About the service

Lullabyz Nursery is registered to care for 68 children under the age of eight years and has been operating for six months. The nursery operates from a detached premises, which has been totally adapted as a day care provision and is situated close to the centre of Newport.

The Responsible Individual, (RI), is Nicola Reed, who is also the person in day to day charge of the children.

### What type of inspection was carried out?

This was a scheduled, baseline inspection, which was unannounced. The methodology used included the following:

Written information from the pre inspection documentation which included Self Assessment of Service Statement, (SASS) and Annual Data Collection.

Questionnaires received from staff and parents using the setting.

We (CSSIW) spoke to the responsible individual, staff and children.

Direct observations of activities and interactions of staff and children

Looking at a sample of records and documents

### What does the service do well?

Lullabyz Nursery has been renovated from an old building and has been well designed so that the rooms 'flow' and is a lovely setting for pre school children.

We received some exemplary comments from parents of the children attending:

*"I don't live locally but the extra car journey is worth it to know my child is happy and being cared for properly"*

*"My child is nearly 2 and on the days he attends nursery I ask him if he wants to go to nursery – he puts his hands up and cheers sang 'yes'. That speaks for itself."*

Parents are actively encouraged to make their views and the results are displayed to encourage more open discussions and views.

### What has improved since the last inspection?

This is the first inspection since registration.

### What needs to be done to improve the service?

There were no issues of non compliance to report at the time of this inspection.

There were some positive practice issues identified, concerning staff files, which we discussed with the provider.

## Quality of life

Overall we (CSSIW) found that the children's needs were at the centre of the service. They benefitted from a warm and respectful approach and were generally engaged in activities of their choosing. They were familiar with the routines of the session and had a good rapport with the staff.

Children and parents have a voice and are encouraged to speak up as the responsible individual asks the parents to monitor the service throughout the year. We saw a notice in the parent's foyer (or 'Pit Stop' as it was called), showing three different suggestions which had been received from parents and the actions taken by the nursery to put these into place. This included emailing information to parents, rather than sending home information on paper.

Throughout the day the children in all of the rooms had opportunities to choose their own activities, although we felt that this could also be improved upon to extend their choices.

Children experience well being and a sense of achievement as there were displays of their work throughout the nursery. The walls in the children's rooms were covered in evidence of their work in a wide range of themes. These included their faces, autumn, space, their food and photos of them playing with a wide range of activities.

The children had the time to develop skills and experience time out of doors and the garden provided a good range of activities for the children. For parts of the day the patio doors were open in the pre school room and the children had free access to the nursery garden. All of the children went into the garden during the day while we were there and the babies were also taken out for a walk in the neighbourhood.

The children benefit from a healthy diet and attention to nutrition and hydration. There was a healthy menu in place and food was home cooked from mostly fresh ingredients. We saw the children have lasagne made with turkey mince – another suggestion from parents following recent concerns of minced meat contents. This was served with fresh carrots and broccoli and tinned sweetcorn and followed by fresh fruit crumble and custard. We noticed that the children ate the lasagne and vegetables very well, but not the dessert, and therefore suggested that a dessert may not be necessary. They served fresh fruit to the children as an afternoon snack. The babies had their food suitably blended and were individually fed by staff. Weaning babies were given blended vegetables until they were ready for nursery food. The cook told us that none of her food contained added salt. There was a filter water machine in the nursery and the older children were able to help themselves to fresh water throughout the day.

Parents can feel confident that their children experience warmth, attachment and belonging and the children were all at ease in the setting. We saw that cuddles were given to children who had been upset. Both babies and toddlers were stroked gently by staff until they went to sleep and babies were nursed while they had their bottle of milk.

## Quality of staffing

Overall, we observed that the staff were settled and comfortable in their roles. They appeared relaxed, calm and well motivated. They were happy to talk to us about their nursery, their previous experience, the children that they cared for and their activities with the children. New staff are being recruited as additional children attend the setting. We could see by looking at a selection of staff files that the provider followed robust recruitment procedures to ensure that staff were suitable.

Children and parents feel confident in the care received because carers are competent and confident meeting their particular needs. The two managers are qualified teachers and have experience of caring for young children. The other staff are qualified to level three in child care and education or in process of completing their in-service training. We saw that they were confident in their role.

Children enjoy being cared for by motivated carers who are appreciated and want to make a positive difference to children's lives. New staff generally start in the setting by working part time so they cover busy times in the nursery and are available to cover staff absences. They are given the opportunity to increase their hours if they want to. The children have a key worker, who sees to each child's individual needs. Parents made many comments to support the care their children received, including the following:  
*"This setting is outstanding and has been the best decision we have made to improve the life and wellbeing for my child when not in our care. I have never seen such a happy team of childcare workers who genuinely love their role and have so much passion."*

Care giving is relaxed because there is sufficient staff for the number of children. The owner/manager is also 'hands on' in the nursery and is also able to cover staff breaks. We saw that all of the children were familiar with her and the staff were comfortable in her presence. Staff in the baby rooms sat on the floor with the children and interacted and talked to them.

The children have good interactions with staff and feel enhanced well being as a result. The children were all happily engaged and spoke freely to the staff. The toddlers and preschool enjoyed circle time with a member of staff sat on the floor with them and they sang songs about 'today' incorporating the days of the week and the weather, where today's 'weather boy' looked through the window to advise the other children.

## Quality of leadership and management

Parents can be reassured that their children are safe because the service was well run. Administration systems were well organised and all of the required records were being maintained. Parents can rely on a service that improves year on year as the Responsible Individual plans to work on the firm foundations that she has built in the nursery. At the time of the inspection, they were preparing to start the Wales Preschool Alliance, Quality Assurance scheme, 'Quality for All' to ensure that the children experience a consistent service based on quality improvement and a well planned programme of care.

Children and parents expectations about what the service says it provides are matched by their experience and a detailed prospectus is given to all parents when their child starts at the group. The parents, entrance hall, called the 'Pit Stop', displays all of the certificates, staff photos, policies and details of parents' suggestions put into practise. There is also a video display unit and parents are able to watch their child playing if they have any anxieties.

Children and parents using the service are actively involved in defining and measuring the quality of the service and they have already given feedback to the service. The Responsible Individual told us that she would do her formal quality of care review in the summer, as she was coming to the end of her first year in operation. We received a good response from the parents returning our questionnaires. One parent told us *"I really like Lullabyz Nursery. I feel very comfortable leaving my child while I go to work. I like the fact that staff are parents themselves."*

Parents can be confident that if things are not right they will be addressed quickly and as the Responsible Individual is also the nursery manager she is present in the play rooms and involved with the staff and parents on a daily basis. We pointed out some minor additions that are needed on the staff files, which the manager said she will put into place with immediate effect.

Children experience a consistent service based upon quality improvement and a well planned programme of care. The nursery is a member of two professional development groups and there are policies in place to cover all areas of the child care provision. The nursery is establishing links in the community and the children attend 'Rhyme Time' at the local library. The Responsible Individual stated in her self assessment documentation:

*"From the outset we have always said that we are an evolving establishment and we are aware that we will never be 'the finished article' - there are always ways that we can improve our service. Our slogan is 'Childcare at its Best' and we are aware that in order to fulfil this statement we must always seek to improve the service that we provide."*

## Quality of environment

We found that the children are cared for in an environment which is suited to their needs. They had the opportunity to experience different rooms in the building. Children are familiar with the layout of the setting and also had use of an outside play area.

Children are cared for in a light airy setting and rooms are open plan, with viewing panels in quiet rooms, for example the baby and toddler sleep rooms. The children were all seen happy in their environment.

Children find it easy to do things for themselves or with the minimum of support because of thoughtful design and layout. The nursery has been purposely built and the children's area flows through the age groups. The baby rooms are situated on the first floor with the small babies in an enclosed room, where it is quieter. The mobile babies have a large room with access to a range of toys and equipment to help them with their stages of development. Baby changing is off their play room, behind a screen. The toddler and pre school children are cared for in large airy rooms on the ground floor. There is direct access from their room to the outside play area through patio doors. Toilets are just off their play rooms and the pre school children are able to use these themselves with just some reminders, like 'have you washed your hands?' The toddlers are escorted to their toilets in the rear corridor, where there are potties for toilet training as well as toilets and nappy changing facilities, to suit their stage of development.

Children's wellbeing is promoted because of the range of toys, facilities and equipment provided to meet their needs. All of the children's rooms are well equipped with toys at easy reach or displayed on a shelf that they can choose to play with as a special table top or themed activity. There are two theme rooms on the first floor, one is a baby/toddler soft play room and the other is an interchangeable theme room. At the time of the inspection it was a 'Bug Research Lab'. It had previously been a 'Space Station' and 'Santa's workshop' and there were photographs of these in the children's play room.

Children and parents are reassured that they can be safe from strangers entering the premises as there are strong security systems in place. The garden gate is bolted when the children are in the garden. The front door was kept locked and there was a key pad which the staff used. The door is only opened by a senior member of staff and we were asked to sign the visitors book on arrival and given a visitor's pass. Entry from the parents 'Pit Stop' into the nursery is also via a keypad with a viewing window into the children's playroom.

Parents can be confident that the premises are physically safe for their child and risk assessments were in place and regularly reviewed. Fire drills were practised with the children every half term.

**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.