



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

Childcare Inspection Report on

Little Einsteins Academy Limited

**Britannia Enterprise Centre
Brittannia
Pengam
Blackwood
NP12 3SP**



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Description of the service

Little Einsteins Academy Limited is situated on the Britannia Business Park in Blackwood. The service was registered in December 2014 and operates Monday to Friday 7:30am to 6:30pm. It is registered to provide full day care for up to 49 children aged from birth to twelve years. However, they currently operate the service for children aged under eight years. There is also a separate demountable building within the grounds which operates as After School Care for up to eight children. The service is run by Little Einsteins Academy Limited who has appointed a Responsible Individual (RI) and a Person in Charge (PIC). The RI has overall responsibility to ensure that the service is operated in line with Regulations and National Minimum Standards. The PIC manages the day to day running of the service. This is an English speaking service with incidental Welsh used.

Summary of our findings

1. Overall assessment

Overall, we found that the children were settled and have good relationships with staff. The nursery is bright, light, clean and airy with a separate sleep room and a sensory room for children to explore. There is a separate demountable classroom used for breakfast, after school and holiday club sessions and a large outside secure play space which has had a safety play surface laid. There is a clear management structure with sufficient number of appropriately qualified staff employed at the service. However, there are some inconsistencies in the service provided which does not always support positive outcomes for children.

2. Improvements

Since the last inspection an additional member of staff has been employed to cover lunch hours at the nursery and to assist as the second staff member in the after school club. Additionally, staff of the after school club are qualified in paediatric first aid, the complaint policy has been updated and thorough fire drills have been undertaken.

3. Requirements and recommendations

The service is not meeting all of its legal responsibilities in relation to the proper provision for the care, education, supervision and where appropriate treatment of relevant children. Ensuring that practitioners are receiving adequate opportunities for one to one supervisions and that risks and hazards are managed appropriately are also areas of non compliance with the regulations. These can be seen in more detail at the end of this report.

1. Well-being

Summary

Children's experience of attending the setting is generally positive. They have sufficient toys and resources to choose from, within a spacious setting. The nursery aims to promote children's well-being and children are encouraged to display their work and gain independence skills.

Our findings

1.1 To what extent do children have a voice?

Children of all ages are encouraged to make choices and staff support this. We saw that most children had some choice of activities and free play opportunities. The resources were easy for children to access which ensured their play choices were met. We heard children speaking and talking confidently with staff who listened and responded in a warm manner which encouraged children to engage further and explore their ideas. Throughout the visit we saw children approaching staff confidently to chat or to ask for assistance or contentedly sat having a cuddle from staff. Children had been consulted and their views reflected within the service's quality of care report.

Children are confident to express themselves and know that their views will be respected.

1.2 To what extent do children feel safe, happy and valued?

Children present as happy and contented at this service. Children chatted and smiled during play which suggested they were happy and relaxed. Children seemed to be familiar in their surroundings. We saw that children's wishes were recognised by staff and that they were responded to appropriately. Children were encouraged to display their work and take pride in their achievements. A key worker system is in place so that each child has an identified carer to support the child and communicate with the child's parents.

There are systems in place to support children to feel safe, happy and valued.

1.3 How well do children interact?

Children at the service generally experience positive interactions with each other and friendship and co-operation is encouraged. Children are encouraged to behave kindly and considerately towards their peers using 'kind hands and kind feet' and to use good manners. However, it was acknowledged by the RI that there were currently some children within the nursery who were displaying tendencies to bite other children and that this is a phase many children experience.

Children are encouraged and given the opportunities to develop appropriate social skills at the service and generally interact well.

1.4 To what extent do children enjoy their play and learning?

Children are free to explore their environment and spend time on activities that interest them. Some children within the pre school group spent time looking at books and others wanted to take part in planned Easter crafts. At the last inspection it was highlighted that children are generally active throughout the nursery and find enjoyment in their play. However, this could be further extended and supported through more focused planning of activities which was also highlighted at the last inspection.

Children would gain more enjoyment in their play and learning if their individual needs are identified.

1.5 How well do children develop, learn and become independent?

Children are provided with opportunities to gain independence. Children wash their hands independently and find their own coats when going outside to play. Pre school children managed their lunch very well and were encouraged to clear their plates into a bin afterwards. Although children do not have direct, independent access into the toilet area, the cloakroom is child friendly with child sized toilets and wash hand basins to support children to toilet themselves and wash their own hands. This is good preparation for their next transition into the school environment. Children could access their own coats as coat hooks were placed at appropriate heights. Children could access resources and choose from the different activities. A variety of resources such as crafts, the home corner, books and construction help encourage children to develop different skills.

Children are given good opportunities to develop independence skills.

2. Care and Development

Summary

Overall, we found the direct care of children by staff was generally warm and responsive. However, we found that standards of care could be compromised as the service was not meeting its legal responsibilities in relation to ensuring children's individual needs were appropriately planned for and met at all times.

Our findings

2.1 How well do practitioners keep children safe and healthy?

In general, there are systems in place which are designed to promote the health and safety of children. Records and discussion with the RI evidenced that fire drills had been carried out. An action plan had been put into place in order to ensure that staff and children knew what to do in an emergency so that staff could keep children safe. Incident and accident records are maintained thoroughly and to a good standard. We saw that food provided to children was healthy and nutritious as the nursery employs a cook who has a good understanding of healthy eating and prepares meals from fresh ingredients. We saw children were really enjoying their lunch and each had a large bowl of fresh mixed fruit for pudding. The cook explained that children have a bowl of fruit every day and was able to identify allergies and food intolerance or preferences for the children. The nursery has gained the Gold Standard Healthy Eating Award and staff followed good food hygiene practices when serving children and supporting them at meal times. Records demonstrated that sleeping children were checked upon every 10 minutes within the sleep room which also had an audio monitor present. However, risk assessment and monitoring of incidents had not been evaluated properly and this had led to children's health and safety being compromised. Due to a recent incident within a sleep area, the RI has updated risk assessments and amended the sleep policy so that children are supervised and any risks are eliminated within the sleep room for older children.

Staff generally keep children safe and healthy but a more pro active approach is needed in identifying possible risks to children.

2.2 How well do practitioners manage interactions?

Generally staff are able to appropriately manage children's interactions. However, more needs to be done to ensure that they have sufficient strategies in place which are suitable for the needs of all the children attending the service. Support is also required to ensure staff have a clear understanding of how to implement these strategies well and effectively. We noted that within the incident log, eight incidents of biting had been recorded between 22 February 2017 and 16 March 2017. One of these incidents was within a sleep room where children had not been supervised by a member of staff. We have discussed this with the RI who agreed to look at this situation immediately. The RI has explained that he is

considering other alternative sleep arrangements. We have since received an amended sleep policy stating that children within the sleep room will be supervised by a member of staff. We also spoke with staff caring for children aged between 14 – 18 months who told us that one strategy they used for children was the ‘thinking spot’ if children have misbehaved. They explained that they did not feel that this strategy was always effective and would like support to identify other appropriate strategies to manage children’s behaviour in line with their age and stage of development. Other staff told us that they had attended behaviour management training, had found this interesting and felt that they would benefit from further training. We have recommended that staff have appropriate training regarding positive behaviour management and a good working knowledge of the behaviour and biting policy

More support is required so that staff feel fully confident in managing children’s interactions.

2.3 How well do practitioners promote children’s play, learning and development and meet their individual needs?

Staff require more support so that they can feel confident in identifying and planning for children’s individual needs. This was identified within the last inspection and has been highlighted in this inspection as an area of non compliance and requiring immediate attention. Whilst planning and recording of children’s activities was undertaken to some degree within the pre school room, other areas of the nursery did not plan activities with children’s individual needs in mind. We were informed by staff that this did not take place within the 14 – 18 month old Little Creators room and when we asked to see planning of activities the wall planner stated morning activities were Easter Bunny foot prints with children’s choice being story time, whilst the afternoon session was Easter colouring with children’s choice outdoor play. This plan was not linked to any child’s individual needs or next steps and would not provide staff with enough information as to the aims or objectives of activities. Staff stated that they felt they would benefit from further support and training in this area.

Staff are unable to fully meet children’s individual needs and planning of activities needs to improve in order to better meet children’s individual needs.

3.Environment

Summary

This was a focused inspection. This area will be looked at more closely within the next full inspection. However, the nursery is light, airy, and spacious with good indoor and out door areas for children to play in and explore. A visitor's book is maintained and entry to the nursery and its secure out door area is supervised by staff as there is an intercom system with entrance doors locked at all times. There is a cot room for young babies to sleep, a separate sleep room for older children and appropriate toileting facilities. Use of sleep areas is being reviewed in line with updated risk assessments. A sensory room has been established. Staff have their own staff room and there is a separate office so that confidential information is stored safely.

4. Leadership and Management

Summary

Leadership and management of the service is inconsistent and needs to improve in some areas. Some legal responsibilities are not being met and these areas need to be addressed as a priority. Regular one to one supervision of staff had been raised as an issue at the previous inspection. Whilst CSSIW was given assurances following the last inspection that this matter would be addressed, improvements have not been implemented throughout the staff group. Identifying and managing risks to children requires attention and the RI has already initiated improved working practices around sleep time for children.

Our findings

4.1 How effective is leadership?

Management of the day to day running of the service does not provide sufficient support or guidance for staff which is necessary to maintain and promote consistently good working practices. The service has an operational plan and a statement of purpose giving information about the service and we were told that these are shared with parents. Some recommendations from the previous inspection had been well implemented: the RI had a clear plan and had initiated fire drills and thorough monitoring of these drills; an extra member of staff had been employed to cover staff lunch breaks and also act as the second member of staff at the After School Club; paediatric first aid training for staff in the After School Club had been completed; and team meetings were taking place. These improvements demonstrate a willingness to put into place recommendations from outside agencies in order to continue to improve the service to children and their parents. However, there are areas of non compliance which need to be addressed immediately in order to address staff supervision and to identify ways in which staff can be supported to plan for and promote children's individual needs.

Leadership is currently not as effective as it should be. Leaders need to meet their legal responsibilities as stated within the Child Minding and Day Care (Wales) Regulations 2010 and National Minimum Standards for Regulated Childcare for children up to the age of 12 years and ensure that procedures are followed in order to maintain these standards.

4.2 How effective is self evaluation and planning for improvement?

The service has systems in place for self evaluation and planning for future improvements. We saw that the service had completed and returned their Self Assessment of Service Statement (SASS) appropriately providing CSSIW with updated information about the service. A quality of care review had been undertaken in December 2016 and included the feedback from the children, staff and parents and had identified an action plan for the year ahead. We noted that accident and incident logs were rigorously maintained but would benefit from more effective monitoring in order to identify or minimise emerging risks within the service. This is because whilst the incident log had identified a number of biting incidents within the nursery, the biting policy was not robust enough in order to minimise

and manage these incidents effectively. We have recommended that the behaviour management/biting policy be reviewed.

Although there are systems in place to evaluate and improve the service, we cannot say that they are currently effective due to the number of matters that we have identified in recent inspections. In order to improve the quality of care for the children who attend the service, monitoring and evaluation of the service needs to be more effective.

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

Staff and other resources within the service need to be managed more effectively. Whilst staff reported that they felt supported and had regular informal discussions with the PiC, we looked at four staff files and saw that staff had not received consistent formal 1:1 supervision. Although this was recommended as an area needing immediate improvement during the last inspection, it had not been addressed by the service. We were informed however, that the PiC had received supervision and appraisal from the RI and that team meetings were held as and when necessary. We were told that regular supervision sessions for staff would now take place for all members of staff involved in the care of children. We have raised this as an area of non compliance.

Systems need to be implemented and followed to ensure that effective management of all staff takes place.

4.4 How effective are partnerships?

Staff communicate effectively with parents and generally keep them informed regarding their children. During the inspection, we saw that staff made time to speak with parents at the end of each child's session. They were able to give them information about how their child had been and what activities they had become involved in, which would reassure parents that their child had enjoyed the session. We were told that questionnaires for parents, staff and children were given out by the service to encourage their feedback and this was reflected within the review of the service. Staff and managers were very approachable during the inspection and they and the RI made themselves available throughout the inspection. We have also received further written feedback and copies of updated documents since the inspection. We did receive an anonymous concern relating to sleep arrangements for children but when asked, the service confirmed that they themselves had not received any concerns or complaints about the service. As sleep routines and procedures are being updated we reminded the provider that all information about children's routines should be agreed and shared with parents before hand.

Staff and managers are motivated to build good working relationships but need to ensure that all information is shared with parents about their child's daily routine.

5 Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

- Regulation 24 (2) (b) as the RI had not ensured that at least one person caring for relevant children had a suitable first aid qualification, in relation to the After School Club;
- Regulation 27 as the RI must have a sufficient number of suitably qualified, skilled and experienced persons looking after relevant children, and whilst they had maintained minimum staff ratios in the After School Club, the National Minimum Standards state that there are always at least two staff on duty and
- Regulation 29 (3) (a) as the RI had not ensured that all employees who look after relevant children receive appropriate training, supervision and appraisal.

Whilst these are serious matters, a notice of non compliance was not issued as we were assured these matters would be addressed. During this inspection we found that the RI had ensured that there are now two staff present caring for children in the After School Club within the demountable building and that they have staff qualified in Paediatric First Aid. However, staff 1:1 supervision had not taken place and we have now issued a non compliance notice in respect of this matter.

5.2 Areas of non compliance identified at this inspection

- Regulation 20 (1) (b) The provider had not made proper provision for the care, education, supervision and where appropriate treatment of relevant children.
- Regulation 29 (3) (a) The provider had not ensured that all employees who look after relevant children receive appropriate training, supervision and appraisal.

These are serious matters and a non compliance notice has been issued in relation to them.

- Regulation 25 (c) The provider had not ensured that unnecessary risks to the health and safety of relevant children are identified and so far as possible eliminated.

This is a serious matter however we have not issued a non compliance notice in relation to it as the RI has reviewed sleep arrangements within the sleep room and amended the sleep policy so that children are supervised within the sleep area and risk assessments for both the sensory and sleep room have been reviewed and updated and sent to us on 14 April 2017.

5.3 Recommendations for improvement:

- Review the behaviour policy and biting policy and ensure all staff have appropriate training regarding positive behaviour management and good working knowledge of the behaviour and biting policy.

6 How we undertook this inspection

This was a focused inspection of the service undertaken in response to a concern relating to the supervision of children within the sleep room. An unannounced visit to the service was undertaken on 11 April 2017 and observed the children and the care they received. We held a meeting with the provider to give feedback. We collated information for this report through:

- Discussion with the PIC, the RI and staff;
- observations of care practices, interactions between the staff and children and of the activities undertaken;
- a visual check of the premises;
- inspection of a selection of records including supervision records, risk assessments, accident and incident logs and some policies and procedures; and
- information sent to us by the provider on 12 and 13 April 2017.

Further information about what we do can be found on our website www.cssiw.org.uk

About the service

| | |
|--|--|
| Type of care provided | Childrens Day Care Full Day Care |
| Responsible Individual | Ian Bray |
| Person in charge | Stacy-Marie Bishop |
| Registered maximum number of places | 49 |
| Age range of children | Under 12 years |
| Opening hours | 7.30am – 6.30pm Monday to Friday |
| Operating Language of the service | English |
| Date of previous CSSIW inspection | 8 and 9 December 2016 |
| Dates of this inspection visit(s) | 11 April 2017 |
| Is this a Flying Start service? | No |
| Does this service provide the Welsh Language active offer? | This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service. We recommend that the service provider considers Welsh Government's More 'Than Just Words follow on strategic guidance for Welsh language in social care'. |
| Additional Information: | |



Care and Social Services Inspectorate Wales

Children and Families (Wales) Measure 2010 Child Minding and Day Care (Wales) Regulations 2010

Non Compliance Notice

Childrens Day Care

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in CSSIW taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website
www.cssiw.org.uk

Little Einsteins Academy Limited

Blackwood

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**Well-being
Care and Development
Environment
Leadership and Management**

Non-compliance identified at this inspection and action to be taken

| Description of Non Compliance / Action to be taken | Timescale for completion | Regulation number |
|---|---------------------------------|--------------------------|
| The RI has not made proper provision for the care, education, supervision and where appropriate treatment of relevant children. | 31-Jul-2017 | 20 (1) (b) |
| The RI has not ensured that all employees who look after relevant children receive appropriate training, supervision and appraisal. | 31-Jul-2017 | 29 (3) (a) |

The provider is not compliant with Regulation 20 (1) (b) of The Child Minding and Day Care (Wales) Regulations 2010.

This is because the RI had not made proper provision for the care, education and supervision and where appropriate treatment of children.

The evidence for this is that children had not been supervised appropriately within sleep areas. We were told by the RI and staff that the working practice was that children were not supervised within the older children's sleep room. One child had bitten another child in the sleep room on 17 March 2017. The sensory room was identified as an alternative sleep area. However, this room had not been risk assessed and parents had not been informed of this change in sleep routine. We were also told by staff that planning of activities around children's individual needs was not being done for the two to three age range.

The evidence indicates that the provider has not given appropriate consideration to ensuring that children's care, learning, supervision and appropriate treatment by staff is consistently promoted.

The impact of this is that children's health and safety may be put at risk and their development is not properly promoted.

The provider is not compliant with Regulation 29 (3) (a) of The Child Minding and Day Care (Wales) Regulations 2010.

This is because the provider failed to ensure that all employees who look after relevant children receive appropriate training, supervision and appraisal.

The evidence for this is that, on the day of the inspection, we looked at four staff files and the records of any 1:1 supervision they received. We saw that staff had not received consistent supervision. There was no evidence of formal 1:1 supervision for one member of staff and no 1:1 supervision for the deputy manager and a team leader since 16 March 2015. A fourth file we looked at recorded that the staff member's last supervision took place on 6 April 2016. This was also brought up as an area needing improvement during the last inspection and were assured by the provider that this would be addressed but at this inspection we found that 1:1 supervisions with staff had not been undertaken..

The evidence indicates that the RI has failed to ensure that staff receive appropriate supervision in order to monitor working practices and ascertain any training needs.

The impact of this is that children are cared for by staff who do not receive appropriate support and guidance from management in order to ensure that staff understand policies and procedures and develop good working practices.