



# Inspection Report

**Baby Acorns Nursery**

**42 Partridge Road  
Roath  
Cardiff  
CF24 3QX**



**Date Inspection Completed**

05/02/2021

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## About Baby Acorns Nursery

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|--|---|
| Type of care provided                                      | Children's Day Care<br>Full Day Care  |
| Registered Provider  | Acorns Nurseries Ltd  |
| Registered places  | 55  |
| Language of the service                                    | English   |
| Previous Care Inspectorate Wales inspection                | 07 June 2018  |
| Is this a Flying Start service?                            | No  |
| Does this service provide the Welsh Language active offer? | The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture. |

## **Summary**

Children are happy and settled at the setting. They have warm relationships with staff and enjoy the play opportunities and activities on offer. Staff are professional and take their responsibilities seriously. They are responsive and attentive to the children. New policies and procedures are in place in response to Covid-19 and staff implement these to keep the environment safe, secure and clean. Staff work hard to minimise any impact these measures may have upon children. Leadership and management arrangements are very good and staff report satisfaction in their work. The environment is maintained to a high standard and is set up to promote children's play and learning.

## Well-being

Children are free to choose their toys and follow their interests. Babies explore their play environments and discover interesting resources that engage them such as building blocks or musical instruments. Staff observe the children's interactions and use these as a means of gaining feedback from very young children, in order to plan play and develop children's curiosity. One child showed an interest in the wooden train set and sat with staff for a good period of time helping to build the train track. Other children chose to listen to a story. During mealtimes, children and babies are sensitively fed by staff who quickly pick upon children's cues. If children do not want to eat or if they are tired, staff immediately respond kindly and patiently to them providing appropriate support.

Children are comfortable and feel secure because staff help them to understand the routines and structure of the day. Children sit at tables during meal times and we saw that most children coped well with this, sitting calmly knowing that their meals would soon arrive. Children are settled, happy and relaxed. Children seek out staff to play and interact with, and staff responded to them positively. Manager's told us that as groups are kept small, children develop strong attachments to their care givers and they benefit from the effective key worker system.

Children are developing an awareness of the world around them, respond well to staff and are beginning to follow simple instructions. Older toddlers are able to sit and concentrate on tasks such as participating in singing or listening to a story. Staff model good behaviour and encourage children to build friendships, play co-operatively and be kind to their friends. Base rooms are calm and organised with children playing or exploring their surroundings.

Children enjoy the opportunities to play, can access toys and resources easily and through this they develop their independence skills. In order to help minimise the risk of transmission of Covid-19 within the nursery, self-serve during mealtimes is restricted, however children's independence is still promoted and many children competently attempt to feed themselves and drink from beakers. Children are given individual flannels and prompted to wipe their hands and faces themselves if they can.

## Care and Development

Staff demonstrate a good understanding of established and new Covid-19 procedures and implement them well, to keep children safe. Staff undertake cleaning, socially distance and ensure children sanitise their hands regularly. Staff supervise children appropriately and move them safely from one area to another by having good communication with their colleagues. Staff are aware of children's allergies and dietary requirements and mealtimes operate smoothly with a member of staff sitting at each table to support a group of children

Staff have a clear understanding of the safeguarding procedures. These are thorough and include specific information regarding the baby age range catered for. Staff encourage children to take part in outdoor exercise promoting their physical well-being. Meals provided are well balanced, healthy and nutritious. One parent stated their child *'loves the food and the menu has a good variety'*. Healthy eating is encouraged and high standards are maintained regarding food hygiene. Staff complete records for accidents, incidents and administration of medication appropriately and fire drills are undertaken monthly.

Staff treat children warmly with dignity and respect and implement appropriate behaviour management strategies including lots of praise and positive affirmations. They engage well with children, speaking kindly and ensuring that they give good eye contact and positive body language. New settling in procedures are in place during Covid-19 restrictions, designed so that identified key workers can reassure parents and children new to the nursery.

An additional learning needs co-ordinator supports children with complex health needs and also supports their keyworkers so that staff feel confident in providing care suited to children's individual needs. Staff have a very good understanding of the children's needs and are able to provide appropriate activities for their abilities. Children are relaxed around staff and we saw children sought cuddles and enjoyed being read stories whilst sitting on a member of staff's lap.

## Environment

People who run the setting have introduced new procedures and risk assessments in line with Welsh Government guidance to keep children, staff and the public safe during the current Covid-19 pandemic. The nursery is welcoming, clean and suitably maintained. Staff monitor the entrance to the setting to ensure the building remains secure. Parents are familiar with the social distancing arrangement for dropping off and collecting their children. The PIC ensures that the premises are safe and that staff complete daily risk assessment sheets. The PIC regularly reviews accident and incident records in order to identify and address any emerging risks. Staff position themselves well during children's meal-times and within the base rooms to give children appropriate levels of support.

Housekeepers and a maintenance team ensure that the nursery is a safe clean environment. It is light and spacious, providing children with suitable space to play and learn. Due to Covid-19 restrictions children are kept within their small 'bubbles' but retain easy access to their own group's toys and equipment. Staff set up areas so that children have choice in how they wish to play. Windows provide lots of natural light. Children have access to an outside play area which enhances learning and play opportunities and resources are monitored, replaced and upgraded as needed.

## Leadership and Management

Management of the setting is highly effective. The Responsible Individual (RI) is very supportive and an integral member of the management team. She is committed to ensuring that the whole workforce implements good working practices. The statement of purpose is clear and enables parents to make an informed decision about using the service. Policies, procedures and guidance are of a high standard.

The service undertakes an annual Quality of Care review and produces an informative report, consults with parents, staff and children and clearly outlines areas for further improvement. The last review in June 2020 considered how to best get feedback from parents and the impact of Covid-19 upon the operation of the nursery. Electronic questionnaires suggested within the reviews' action plan, were sent out in October 2020.

Management train and supervise staff well. Recruitment and induction procedures are very thorough and equip staff to do their job well. The Silver Small Workplace Healthy Award scheme supports the holistic well-being of staff. The company provides a rolling training programme for staff in all mandatory qualifications including food hygiene, first aid and safeguarding. This has been slightly disrupted due to Covid-19, but measures have been taken to ensure staff maintain their professional development. The most recent staff training matrix identifies staff training needs and highlights when training is booked to take place. There is a team of full and part time Nursery Nurses caring for children ensuring sufficient cover for holidays, sickness and training. We spoke with staff who said they felt supported and confident in their role. New staff are assigned a mentor and all staff have a workforce risk assessment completed so that they feel safe in managing any risks associated with the Covid-19.

Staff and managers understand the importance of building good relationships with outside organisations and parents. Links with community resources are strong and fund raising for Ty Hafan charity is undertaken. Children's trips have been halted at present however communication with parents and carers is well maintained. This is supported through technology and establishing safe ways in which keyworkers and the PIC are visible and safely available to carers. Parents' feedback shows a high level of satisfaction and confidence in the service.



## **Recommendations to meet with the National Minimum Standards**

**Areas for improvement and action at, or since, the previous inspection. Achieved**

**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

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| None |  |
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**Areas where immediate action is required**

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| None |  |
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**Areas where improvement is required**

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| None |  |
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