



## Inspection Report

**Crown House Day Nursery**

**Crown House Day Nursery  
364-372  
Cowbridge Road West  
Cardiff  
CF5 5BY**



**Date Inspection Completed**

11/06/2021

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## About Crown House Day Nursery

Type of care provided	Childrens Day Care Full Day Care
Registered Provider	Crown House Day Nursery LTD
Registered places	70
Language of the service	English
Previous Care Inspectorate Wales inspection	13 August 2019
Is this a Flying Start service?	Yes
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 children who use, or intend to use the service. We recommend that the service provider considers the Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh Language in social care.'

## Summary

Children are happy, settled and enjoy their time in the nursery. Children have grown close relationships with the staff who care for them. They can relax and express themselves freely as they are encouraged to speak and share their ideas and feelings. Children enjoy a good range of learning and development opportunities which are inviting to them and keeps them interested. Suitable consideration is given to the safety matters. Leaders fail to identify potential environmental hazards on occasions. There is a suitable range of policies and procedures to support the service which have been recently reviewed and updated. The number of staff caring for children is maintained at an appropriate level. Staff work with parents in making decisions about their child's well-being and keeps them well informed and updated on a daily basis.

## Well-being

Children feel safe, happy and valued at the setting. They interact very well with their friends and staff at the nursery. They confidently move around the play areas, choosing resources and making decisions about what they want to play with. They are encouraged to express their opinions and frequently approach staff to ask for anything they want and are listened to. For example, they are excited to put forward their ideas when choosing ingredients to make 'strawberry cakes' in the outdoor mud kitchen.

Children are engaged and interested in the activities on offer at the nursery. This is because they enjoy opportunities for both free and structured play. For example, children are excited to shake a colourful parachute while singing nursery rhymes during a staff led game of 'tap- tap box'. Children are successfully learning to share resources as they play together. They are happy to spend time chatting with each as they made 'noddle's' for the toy gorilla in the play kitchen. Children are developing good communication skills. They wait patiently for each other to choose toppings for their wraps from the salad snack bar at lunchtime.

Children develop warm relationships with their friends and staff and are happy to seek reassurance or support when needed. They are polite and enjoy receiving praise and recognition from staff for good manners and being kind and helpful. They behaved very well and the atmosphere is relaxed and calm. Children are adapting well to new routines and changes, which have been implemented due to the COVID-19 pandemic.

Children's self-help skills are developing well. They often wash their own hands, help to tidy up resources between activities and many children put their cups and plates into a 'wash box' when finished eating. They do this independently with some oversight and direction from the staff.

## Care and Development

Staff follow suitable procedures to ensure they meet the health and safety needs of children they care for. Staff are confident in procedures for dealing with and recording accidents, incidents and the administration of prescribed medication. They keep good written records which are audited monthly to identify patterns. The nominated child protection person has developed a safeguarding policy for the setting. She is clear on their responsibility to ensure that it is kept up to date and understood by the staff. All staff have updated safeguarding training and demonstrate a good understanding of the procedures. Staff recognise the importance of updating their First Aid training and knowledge. A good range of healthy food, snacks and drinks are provided. Staff know the children's individual food preferences and are able to meet the needs of specific dietary requirements. The menu is currently being developed to provide parents with information on potential food allergens. The setting has developed a specific COVID -19 policy and risk assessment and has good procedures to protect children during the current pandemic. Good hygiene routines are in place to promote children's health, including encouraging children to wash their hands at appropriate times.

Staff work together to ensure they have a consistent approach to managing behaviour in line with the setting's behaviour management policy. For example, staff praise children enthusiastically when they play co-operatively. Staff understand the importance of acting as good role models and successfully encourage children to help with tasks such as tidying up.

Staff have a suitable understanding of individual children's needs, abilities and backgrounds. They have a suitable understand the importance of tracking the children's developmental progress and the need to plan for their future learning. Staff help children to develop their language skills including some Welsh language. For example, singing Welsh songs and rhymes.

## Environment

Overall, leaders have developed and follow a suitable set of procedures to ensure the environment is safe for children. The setting is secure and provides ample space for children to play and learn. Beneficial range of risk assessments are in place to maintain a safe service and regular fire evacuation drills are carried out. Staff use a daily safety checklist of the premises in order to identify and where possible eliminate any risks to children's safety. However, not all hazards in the environment are identified in a timely manner. For example, electrical leads from an appliance was observed within reach of children. When brought to their attention leaders removed these immediately. Leaders ensure that the maintenance checks for the building and appliances are routinely undertaken.

The large indoor area provides a good range of play opportunities for children to be independent and active. Under two's benefit from a spacious, well organised area with a designated sleep room. There are a suitable number of children's toilets and changing facilities, which are located in the day care area of the nursery. There is a small outdoor play space that children are taken to at set times of the day. As the access to this area is down a set of steep stairs, staff escort children two at a time to ensure their safety. This area offers interesting and engaging activities for children to develop their physical skills and imaginative play. For example, children enjoy playing in the mud kitchen while others climb on a low level climbing wall or push along on their scooters.

Staff provide children with an interesting and varied range of clean, age appropriate resources that are well maintained and stored where children can access them freely. They ensure current best practice guidance is followed to protect children from the risk of COVID-19. This includes a combination of deep cleaning or the quarantining of toys and resources. All visitors must complete a COVID- 19 risk assessment questionnaire before entering the setting. Each day, staff and children have body temperature checks.

## Leadership and Management

Leaders have a suitable understanding of current best practice and have developed a good range of policies and procedures which set a clear vision for the service. For example: they have a statement of purpose which outlines the details of the care service they offer to parents and children. Overall, they have good procedures in place and attention is paid to the regulations and national minimum standards to ensure the smooth running of the setting. When areas for improvement are brought to the provider's attention, she welcomes this advice and acts on it without delay.

Leaders understand the importance of ensuring that all mandatory training for staff is completed and the need to provide opportunities for them to further develop professionally. For example, most staff have completed up to date mandatory training and offered a good choice of additional training to help develop their skills further. Staff confirm that they feel very well supported by a management team who are available for advice, guidance or support throughout the working day. Recruitment files examined demonstrate that leaders are clear about their responsibility to ensure that staff are recruited safely and have the necessary qualifications and experience required to care for the children.

Leaders have a plan in place to undertake a quality of care review to help plan for improvement. They work in partnership with parents in order to plan for each child's individual needs and promote good outcomes for children. For example, learning home booklets encourage parents to work with the nursery and get involved in their children's learning and development. There is a suitable complaints policy available for parents. There are a number of good communication systems at the setting including regular feedback, newsletters and a private social media app.



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

- R1. Provide parents with information on possible food allergens in meals supplied.
- R2. Strengthen the current risk assessment process to ensure that all hazards are identified and removed promptly.

**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**

None	
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**Areas where priority action is required**

None	
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**Areas where improvement is required**

None	
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Ratings	What the ratings mean
<b>Excellent</b>	These are services which are committed to ongoing improvement with many strengths, including significant examples of sector leading practice and innovation. These services deliver high quality care and support and are able to demonstrate that they make a strong contribution to improving children's well-being
<b>Good</b>	These are services with strengths and no important areas requiring significant improvement. They consistently exceed basic requirements, delivering positive outcomes for children and actively promote their well-being.
<b>Adequate</b>	These are services where strengths outweigh areas for improvement. They are safe and meet basic requirements but improvements are required to promote well-being and improve outcomes for children.
<b>Poor</b>	These are services where important areas for improvement outweigh strengths and there are significant examples of non-compliance that impact negatively on children's well-being. Where services are poor we will take enforcement action and issue a non-compliance notice

**Date Published** 15/07/2021