



Inspection Report

Seren Fach Nursery

**Seren Fach Nursery
School Close
Ponthir
Newport
NP18 1GA**



Date Inspection Completed

09/05/2023

About Seren Fach Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Seren Fach Childcare Ltd
Registered places	95
Language of the service	English
Previous Care Inspectorate Wales inspection	11 October 2018
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

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<u>Well-being</u>	Adequate
<u>Care and Development</u>	Adequate
<u>Environment</u>	Poor
<u>Leadership and Management</u>	Poor

For further information on ratings, please see the end of this report

Summary

Children are settled and have opportunities to make choices. They are generally happy and have fun and are developing positive friendships and attachments with familiar staff. Many children benefit from a range of different play and learning experiences but activities and resources in the afternoons are more restricted in some rooms. In the main, children develop independence in their personal care, during activities and some daily routines. Overall, staff meet the children's needs appropriately and provide different activities that promote children's development and learning sufficiently.

Staff have an adequate understanding of their role to keep children safe and healthy and satisfactory knowledge of safeguarding. Most staff supervise the children appropriately and manage interactions positively. They use frequent praise and encouragement to promote children's confidence and self-esteem.

The provider has invested significantly to improve the premises and ensures most areas are secure. There is a suitable range of toys and resources but improvements are needed to ensure all playrooms are inviting and resources are replenished throughout the day. The preschool room has a good variety of open-ended play resources that are well set up to encourage children's curiosity. The risk assessments do not meet regulations and insufficient action is taken to minimise hazards that are known.

Many areas within leadership and management are non-compliant. The system to monitor the quality of service is not effective. However, the provider acted promptly when instructed to reduce the numbers of children attending. Staff enjoy their job and parents value and praise the staff's commitment and dedication to meeting their children's needs.

Most children make choices about their play. Children chose what toys and resources to play with and we observed children selecting sandwiches at the 'coronation party' At the start of the day, children select activities on the tables or other resources to play with. However, opportunities in the afternoons are more restricted in some rooms, limiting the children's choices. Preschool children have a strong say in what themes and activities are set up. For example, many children choose to paint butterflies, which are then displayed. Older children confidently express their ideas and needs and feel empowered that they can affect change in the after school.

Most children are happy and content and thoroughly enjoy attending. Younger children listen intently when staff sing familiar songs and use instruments. New children settle well and are well supported throughout the nursery. We observed children sitting comfortably on a staff members lap, enjoying a cwtch. Following a sleep, children respond well as they are warmly welcomed back into the room. This helps them to feel a sense of belonging. However, children do not always receive responsive care as we observed a child standing alone for 15 minutes after they woke up. Overall, children have developed positive relationships with staff and have made good friendships in their rooms. In the main, children benefit from an allocated keyworker. However, this is not always consistent.

Pre-school children are confident about rules and routines. They know to wash their hands before sitting down for lunch, high fiving staff as they lined up to do so. Older children spoke eagerly about the after school club's rules they helped devise and were proud to point out which ones they created, which were displayed on the wall. This enables children to refer to them at any time. Children know the daily routines well and staff in the baby room frequently talk about what happens next to help them feel safe and cope with transitions.

Most children enjoy their play and learning. Preschool children run into the service, excited to play with their friends. Children use their imagination and first-hand experiences in their play successfully. They make 'cupcakes' at the mud kitchen and take on different roles in the home corner, making cups of tea and meals. They excitedly set up water flumes and cleverly direct the water into different containers. They sustain interest in this activity for a long time asking friends to join in, explaining, '*I need more water...we are building cupcakes!*'. Children thoroughly enjoy communal mark making on a large piece of paper, and repeatedly returned to the activity throughout the session. Staff told us the younger toddlers had enjoyed using the scoops and filling pots with the dried pasta. However, in the afternoon, this did not interest them as there was not enough for them to do anything meaningfully with. Children experienced lots of fun exploring outside and access the few resources and activities set out. Children told us they really enjoy attending the afterschool club, they like the staff and all the activities. Children praise each other. For example, after children play their guitars, they smile with pride when their friends and staff clap and cheer.

Overall, children make progress in their learning and development and show a suitable level of independence. Babies are learning to feed themselves and staff support and praise their achievements. For example, "*Look at you (child), you're doing it all by yourself.*" Children have opportunities to develop their independence. For example, "*Do you want to wash your face, or shall I wash your face?*" "*Do you want to try and wipe your hands or shall I?*" However, children are not encouraged to self-serve their own food at mealtimes as noted in the statement of purpose. They do not have opportunities to pour their own drinks or help to lay the table to further encourage their independence. Children use their imagination successfully as they play making 'cupcakes' at the mud kitchen and creating scenes and models with the small blocks.

Care and Development

Adequate

Overall, there are suitable systems in place to keep children healthy and safe and the majority of staff know the procedures well. Staff take prompt action when children are poorly, checking temperatures and contacting parents to help minimise any spread of infection. Suitable nappy changing practices take place and at mealtimes, staff serving the food wear disposable aprons and gloves. The chef provides a wide range of healthy, nutritious meals and talks to children daily to get their feedback. Staff complete accident forms and share these with most parents. However, staff do not complete incident forms or pre-existing injury forms consistently due to time restraints and the pressure of having so many children in the rooms. Staff provide good opportunities for children to be active and get fresh air, with access to outdoor play throughout the day.

Many staff have adequate knowledge of safeguarding and the line management process to follow with any child welfare concerns. The majority of staff we spoke with are aware of their individual responsibility to report their concerns to the local safeguarding board or police. A few staff showed awareness of the whistleblowing and prevent duty policies. Staff supervise the children adequately in the rooms and when sleeping or moving round the building. However, supervision in the garden is not consistent. Staff do not position themselves to effectively observe children in all areas of the garden. Issues with children running in and out of the track where children use ride-on toys increases the risks of children being hurt. Regular fire drills are held with all children and this helps them learn safe action to follow in an emergency. However, not all staff know the procedures to follow in an emergency, which could cause confusion and a delay in exiting the premises.

Staff care for children in a kind and patient way. They manage children's behaviour well, using positive language and praise. This enhances children's self-esteem and well-being. We saw staff frequently praise children's achievements and their use of good manners at lunchtime. Staff act as good role models, interacting considerately with each other and the children.

Overall, staff know the children well and work hard to ensure all children fully integrate with nursery life and the activities taking place. Staff know the children's likes and dislikes well. They liaise regularly with parents to update each child's 'All about me' document, ensuring the information is current to enable staff to provide appropriate support and challenge. We observed many staff interact nicely across the nursery. They question children well, model language and provide purposeful support to encourage children's learning. However, the high numbers in preschool, means that at times it is very loud and chaotic. In the main staff engage well in the children's play, actively supporting their imaginative play. However, this is not consistent across all areas of the nursery. There are occasions where staff do not effectively support children's play. For example, not modelling play with the playdough or dolls or introducing more sensory activities throughout the day. Nevertheless, we saw staff

deep in conversation while colouring alongside the older children in after school, readily showing interest in what they are doing.

Environment**Poor**

The provider ensures most areas of the premises are secure but some improvements are needed. They ensure the entrances to each department are kept closed and closed-circuit television is monitored throughout the nursery. The provider has ensured new fencing is in place around the perimeter of the nursery, although the pedestrian gate is not closed. This increases the risk of children exiting and gaining access to the road when they walk around to other parts of the nursery. The nursery is generally kept clean although this can be inconsistent throughout the day. The provider has risk assessments in place although they are generally poor and fail to identify hazards in all areas inside and outside. As a result, not all hazards are identified or sufficiently addressed and records show numerous accidents occurring, impacting on children's welfare. For example, there have been several incidents and near misses regarding the slope in the pre-school garden and although the provider was aware of this risk, no action has been taken. We observed children falling off chairs and rolls of artificial grass and hose pipes dangling on the floor. This is having an impact on children's well-being and placing them at risk and we have therefore issued a priority action notice. The provider must take immediate action to address these issues.

There has been significant investment in the nursery to create good quality areas both indoors and outdoors. Most children have secure, dedicated outdoor spaces accessible from their playrooms, enabling them to move freely between the different spaces. The all-weather surfaces allow children to access outdoors all year round. The canopy in the older baby's garden provides shaded spaces in sunny weather to protect the children. A small extension in preschool provides a dedicated dining area and bathroom facilities, for children to access independently. However, with so many children wanting to use the facilities, particularly at mealtimes, this can cause significant delays and disruption. Also, staff do not utilise the nursery's main bathroom to help minimise the congestion. Children's artwork, birthday boards and photographs decorate the walls throughout the nursery and out of school. This promotes children's achievements and helps them to feel a valued member of the nursery.

Children benefit from good quality equipment throughout the nursery. The preschool area is extremely well resourced, enabling children to access all aspects of the curriculum. A new woodwork shed in the preschool garden provides the children with authentic learning experiences. Leaders are currently working towards improving resources available for both toddler groups, particularly the outdoors. However, they do not always ensure the nursery is clean and tidy. Toys as well as cornflake crumbs and dried pasta from messy play activities were scattered over the floor in some rooms. Toys are not tidied, and floors are not cleaned up sufficiently, increasing the risk of children slipping or tripping over. Resources for messy play are not replenished in readiness for the afternoon. The range of sensory resources available for the younger babies is limited. Discussions with staff indicate that sensory sessions do take place but not routinely throughout the day. However, the provider has

made a number of improvements to the out of school since the last inspection with comfortable sofas, bigger tables and chairs and more appropriate resources.

Leadership and Management

Poor

The provider and management team are committed to providing a quality service for children and their families. However, the provider does not have sufficient oversight of the provision. As a result, the nursery does not operate in line with their statement of purpose and conditions of registration. The provider has been routinely exceeding their registered numbers and this was evidenced in registers, observations and discussions with staff and the provider. The provider does not ensure sufficient numbers of staff are present to maintain correct ratios. Staff told us they are aware the adult-to-child ratios are not being maintained. They had reported this to the provider and management team as it was impacting on their ability to carry out their roles consistently. However, the provider had not taken any action to address this. Following our first visit, the provider did take action to lower the numbers of children attending and overall, ratios were addressed sufficiently. CIW consider these to be serious issues that impact on people's health and wellbeing and places them at risk. We have therefore issued a priority action notice.

The provider has the required records and documents in place. However, not all documents are completed consistently. Policies and procedures contain relevant information and clearly outline practices, which many staff understand and implement appropriately. Staff and children's attendance registers are not completed consistently and as a result do not show who is present in each room, or at the nursery at any one time. This is having an impact on children's well-being and placing them at risk. We have therefore issued a priority action notice. The provider must take immediate action to address this issue. Children's files are in place but key information about the children is missing and staff files are incomplete. A statement of purpose is in place and includes necessary areas about the care provided at the nursery. However, this has not been updated since 2020, consequently, information is not accurate. While no immediate action is required, this is an area for improvement and we expect the provider to take action. The provider is not fully aware of the regulations and has therefore failed to submit relevant notifications when required. For example, they have not notified CIW of changes to staffing and the premises since 2018. We have therefore issued a priority action notice. The provider must take immediate action to address this issue.

The provider has systems in place to review practice and assess the quality of care annually. Parents share their views through annual questionnaires and seek feedback from staff to help inform the annual review. Older children confidently share their views. However, the provider failed to identify any of the non-compliances and other areas raised during the inspection, highlighting that the system to monitor practice is not robust.

The provider has suitable recruitment procedures in place. All applicants attend an interview to assess their fitness for the role and most security checks are completed on all staff. Discussions and staff records show that induction of new staff is not undertaken promptly or is only partially completed. Consequently, staff knowledge and understanding of

the nursery's key policies and procedures is inconsistent. The management team undertake occasional monitoring observations and staff supervision meetings. However, records show supervisions are very basic and do not take place regularly, in line with the nursery's supervision policy. Most staff told us that they feel supported by their room leaders and management. However, staff performance is not reviewed, which limits staff from raising important matters. As a result, those matters are not addressed and this impacts on the quality of care provided. We have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Partnerships with parents are strong. They praise the staff, "*They are so good. Take my hat off to them as they do such an excellent job. So friendly, they are so brilliant.*" Parents value the photographs and videos of their child's day and opportunities to attend open evenings. However, not all information they receive about the nursery is up to date. Many parents are happy with the information they receive about their children's progress and feel any issues are addressed promptly.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
25	The provider must ensure that risk assessments both inside and outside are robust and identify all hazards and the risks these pose to children and sufficient safeguards are put in place to minimise these.	New
27	The provider must ensure that the number of children being cared for is in line with their statement of purpose and there are sufficient numbers of staff present to maintain ratios to safeguard and protect children's welfare.	New
29	The provider must ensure a robust induction is completed promptly for all new staff and that all staff have regular supervision that is meaningful and gives both staff and management opportunities to reflect on their practice, discuss performance and identify any gaps in their knowledge to highlight training needs.	New

30	The provider must ensure that daily attendance registers clearly show children's hours of attendance and the names of staff looking after them in each room at any one time.	New
31	The provider must notify CIW of all events referred to in the regulations and ensure these are submitted prior to the event occurring where it is reasonably practicable to do so, and in all cases, not later than 14 days after the event has occurred.	New

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status
15	The provider must review and update the statement of purpose as changes occur and, wherever practicable, notify CIW of any changes to the statement of purpose at least 28 days before they take effect.	New
37 (2) (b)	All parts of the premises must be secure from unauthorised access.	Achieved

Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

National Minimum Standards	
Standard	Recommendation(s)
Standard 18 -	Improve the system in place to quality assure and monitor all

Quality assurance	aspects of the service so that it is more robust, balanced and identifies strengths and areas for improvement.
Standard 20 - Child protection	Ensure staff are able to identify all safeguarding and child protection issues, are able to put the policy into practice and understand their responsibilities to report any child welfare concerns.
Standard 23 - Equipment	Extend and replenish resources, including sensory and messy play materials, throughout the day so that all children can engage in a variety of meaningful play experiences and learning opportunities.
Standard 7 - Opportunities for play and learning	Extend opportunities for children to develop their independence during play and daily routines.
Standard 5 - Records	The provider must ensure they keep detailed and up-to-date records for each child attending the service.
Standard 13 (Day Care) - Suitable Person	The provider must ensure that all necessary information is in place for all staff working at the service.

Ratings	What the ratings mean
Excellent	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.
Good	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.
Adequate	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.
Poor	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.

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