



Inspection Report

Sweet Pea (Heath)

**39 St Isan Road
Heath
Cardiff
CF14 4LW**



Date Inspection Completed

25th August 2022

01/09/2022

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About Sweet Pea (Heath)

Type of care provided	Childrens Day Care Full Day Care
Registered Provider	Playpen Limited
Registered places	45
Language of the service	English
Previous Care Inspectorate Wales inspection	First Inspection post registration
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.

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

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

Summary

Children are happy, relaxed and feel safe at the setting. They settle well and develop positive relationships with other children and staff. Children are confident to express their ideas and opinions and are mostly able to make decisions about how they spend their time at the setting. Children progress well and are developing their independence.

The people who run the setting and staff keep children safe and healthy as they mostly follow appropriate policies and procedures. The people who run the service understand their responsibilities to administer children's medication safely. Care must be taken to ensure that the settings medication policy and procedures are followed at all times. Staff are kind, caring and offer reassurance to children when needed. Most staff engage very well with children, providing them with suitable play opportunities to encourage their curiosity and extend their learning.

The environment is safe, clean, and secure. There are adequate risk assessments in place and all required safety checks are carried out in a timely manner. There is sufficient space and ample toys and resources to encourage children to play and learn. The environment provides suitable opportunities for children to make independent choices in their play.

The people who run the setting create a positive ethos and are committed to running a quality provision. They understand their responsibilities when appointing new staff. Care must be taken to ensure that the information required by regulation is completed in full, prior to new staff being appointed. Staff are happy at the setting and feel supported in their roles. Relationships with parents are strong.

Most children have good opportunities to make choices and decisions about how they spend their time at the setting. They have a beneficial range of toys and activities available to them. For example, very young children were given a choice which book they would like the staff to read to them. Children express themselves confidently, as they know their wants, needs and moods will be listened too. For example, an older child was offered an alternative breakfast choice as they expressed that they didn't like what was on the menu that day.

Children are happy, relaxed and they enjoy their time at the setting. They are comfortable in their surroundings and are familiar with daily routines. Most children are very settled in the environment and have a good sense of belonging. Children receive frequent praise for their efforts and achievements, this makes them feel happy and valued. For example, a child showed great delight when they were thanked and praised by the staff for giving out the bowls at breakfast time.

Children enjoy their play and learning. They are enthusiastic and fully involved. Most children have suitable opportunities to develop, learn and use their imagination to meet their developmental needs. Children concentrate for a good length of time in line with their age and stage of development. Children enjoy one another's company showing interest in what each other is doing. We saw, children playing together, chatting to each other and the staff about what they were building. Older children enjoy their time at the setting; they are able to follow their own interests. Children told us how they like to build with bricks along with drawing pictures for their mummies and daddies when at nursery.

Children are developing good independence skills, enabling them to do things for themselves., Children washed their hands before mealtimes with very young children being supported in the bathroom when needed. At mealtimes older children are supported to pour their own drinks. Children of all ages are encouraged to help tidy up after play.

Care and Development

Adequate

Staff are competent in keeping children safe and healthy. The setting has a suitable range of policies and procedures in place to support staff, including safeguarding and additional learning needs. Staff understand their responsibilities and are vigilant when dealing with any safeguarding concerns. They receive suitable training in safeguarding and other key areas such as paediatric first aid. Children's health needs are appropriately considered. Staff adequately record, maintain and review accident, incident and medication records. A medication policy for the setting is in place. However, we identified an area for improvement in relation to ensuring that this policy is implemented correctly at all times. The people who run the setting took immediate action and the issue was addressed. The setting offers a suitable range of healthy snacks and meals which are prepared on site. Children are kept well hydrated as water is available at all times. There are effective procedures in place when dealing with children who have allergies and intolerances. Staff implement these procedures consistently. Snack and mealtimes are mostly well organised and sociable experiences. However, some children were sat unnecessarily for extended periods. Staff promote children's physical development through access to the outdoor play environment.

Most staff interact very well with children and build positive relationships with them. Staff are warm, kind and offer reassurance to children when needed. Staff understand the behaviour management policy and implement appropriate positive behaviour management strategies. Staff praise and reinforce positive behaviour, including when children say please and thank you. Staff support older children to become responsible for their own behaviour. For example, children having a disagreement when playing with the blocks were supported by a staff member who suggested they could both build a tower to add to the structure.

Most staff are responsive to individual children's needs and know the children well. They treat them with respect. Most staff were extremely engaged with the children, supporting their play and building their confidence. A few staff were less engaged and missed opportunities to encourage children's curiosity and extend their learning. Staff complete regular observations on each child, which enables them to monitor children's progress. Records on the 'Family App' identify areas of learning. The people who run the setting told us that they are currently developing the planning process to include children's next steps and interests.

Environment

Adequate

The nursery is safe and secure. Visitors are required to sign in when arriving. There is an effective electronic system used to record when children and staff arrive and leave the building. The building is clean, light and airy. The people who run the setting have identified key areas requiring maintenance. For example, re-painting of internal areas. Effective processes are in place to ensure the safety of the environment including regular fire safety checks and fire drills are carried out. All required servicing safety checks are undertaken in a timely manner. There are adequate risk assessments in place and daily safety checks of all areas are carried out. However, on the day of inspection, there were low level risks identified, which had not been raised by staff when carrying out the daily checks. These were addressed immediately by the people who run the setting.

The setting environment offers suitable facilities to care for children. All rooms are equipped with appropriately sized furniture for the age of the children. The layout of the environment helps children to move around freely. Older children's self-help skills are promoted by accessing toilet facilities, with minimal support required from staff. Nappy changing facilities are located outside of the playrooms. Children eat their meals and snacks within their individual playrooms. For younger children there is a separate sleep room available which is monitored by staff regularly as children sleep.

The setting has an adequate range of equipment and resources available both indoors and out. Which are appropriate for their age and stage of development and promote their curiosity. There are a few toys which promote cultural diversity. Toys and resources inside are stored in boxes on shelving units which are not easily identifiable or accessible to children. For example, children were stretching into boxes to access pots and pans to support their play in the roleplay area. Older children are given opportunities to request the toys they would like to play with, but this is not a consistent practice across all playrooms. The garden area is secure and of suitable size. On the day of inspection, it was found to be disorganised and unkempt. This was addressed immediately by the people who run the setting. Some areas in the garden were not set up in readiness for children to play. For example, there were no supporting play items in the mud kitchen to support children's imaginative play.

Leadership and Management

Adequate

The people who run the setting have a clear vision for the nursery. They work closely together and with the nursery staff. They create a very positive ethos in the nursery. They are committed to providing a quality service and respond positively to recommendations for improvement. There is a clear statement of purpose which mostly provides parents with the relevant information about the setting, so they can make an informed choice. This requires one or two amendments to ensure it is up to date. There are a suitable range of policies, procedures and documentation to support the smooth running of the setting. A small number of the policies and procedures require updating to ensure they reflect current practice and legislation. For example, the complaints policy does not detail the required time scales to be followed when responding to a complaint. The safeguarding policy does not detail processes to follow with regard to whistleblowing and the prevent duty should also be included.

The people who run the setting have suitable self-evaluation procedures in place. They conduct an annual review of the service they provide, consulting with parents, staff and children. As part of the process, they produce a report, identifying areas for improvement. There is a commitment to holding team meetings which provide a balance between sharing information with staff, along with identifying and addressing areas for improvements.

Overall, the people who run the setting follow suitable recruitment procedures. However, we identified an area for improvement in relation to staff files not containing all the information required by regulation to evidence their suitability. For example, several did not have the required number of references. The people who run the setting took immediate action and the issue was addressed. Staff are suitably qualified. New staff undertake a suitable induction process which outlines their roles, responsibilities and the nursery values. They are assigned a buddy for an initial period to provide ongoing support. Regular supervision and appraisals are carried out. Staff we spoke to were very complimentary about the people who run the setting and shared how they feel supported in their roles.

Staff have very good relationships with parents and keep them well informed, building good communication links with them. They communicate with parents verbally and via the 'Family App'. Parents we spoke with were highly complementary about the setting. They told us staff are helpful and professional and how they feel the people who run the setting are approachable and responsive.

Recommendations to meet with the National Minimum Standards

- R.1. Risk assessments should be robust, and measures taken immediately when potential risks arise.
- R.2. Routines should be reviewed to ensure that children do not sit for unnecessary periods of time.
- R.3. Practices should be reviewed and monitored to ensure that all children are experiencing interactions which enhance their play and development.
- R.4. Practices should be reviewed to ensure all play areas are planned for and support children to make choices in their play.
- R.5. Policies and procedures should be reviewed to ensure that they reflect the National Minimum Standards and current legislation.

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
N/A	No non-compliance of this type was identified at this inspection	N/A

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
26	The Responsible Person failed to ensure that policies and procedures were followed when administering medication to a child. The written consent of a parent was not obtained prior to administering medication which also led to a delay and inaccuracies in the completion of written records.	Achieved
28	The Responsible Person failed to ensure they had received satisfactory information or documentation to determine if care staff were suitable to carryout their role.	Achieved

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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