



## Inspection Report

**Peter Pan Nursery**

**Peter Pan Nursery  
Doctor's Residence, Bron Y Nant  
Croesnewydd Road  
Wrexham  
LL13 7TX**



**Date Inspection Completed**

19/12/2022

**Welsh Government © Crown copyright 2023.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Peter Pan Nursery

Type of care provided	Childrens Day Care Full Day Care
Registered Provider	SHAP Ltd
Registered places	62
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">Manual Insert]</a> 18 October 2022
Is this a Flying Start service?	<a href="#">Manual Insert]</a>
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.

## Summary

This was a focused inspection and we have not considered the themes of care and development, environment and leadership and management in full.

Children speak and express themselves well. However, their play and learning choices are not always responded to by staff positively. Children are becoming familiar with routines. They interact suitably with their friends and those caring for them. Not all children are provided with sufficient and stimulating play and learning experiences. Children develop their independence skills appropriately.

Staff have an appropriate understanding of how to keep children safe and healthy. Most staff have a warm and kind approach to care giving. Not all staff are organising meaningful and purposeful activities to support children's play and learning.

The environment is generally safe and clean. Some improvements have been made to the indoor play areas. However, a lack of consistent quality toys and resources throughout the setting is having a poor impact on the value of some children's play and learning experiences. The fencing enclosing the play area is not well maintained and structurally sound, the temporary measures already taken to address this matter still pose a risk of harm to children.

The people running the setting are committed to making improvements and are working positively in partnership with external agencies to create better outcomes for children. However, further improvements are required to meet regulations and enhance all children's overall experience.

## Well-being

Children speak confidently and make their requests politely.

Children spoke to us excitedly about their Christmas jumpers and made requests to sing their favourite song. A child smiled as they introduced themselves and told us their name. Children showed their artwork proudly and enjoyed talking about their picture.

Children settle quickly as they are greeted by friendly staff. They approach staff with ease to make requests and enjoy having a cuddle before sleep. A child was relaxed and comfortable when having their nappy changed as staff chatted gently with them. This made the child happy.

Children interact suitably. They are learning to share and take turns. For example, friends took turns to use the scissors to cut out paper shapes. Children show respect for their toys and resources. For instance, a child showed us how they tidied up and picked up the spilled rice from the exploration table. Children enjoy the social occasion of mealtimes and sit nicely at the table.

Most children are generally interested and engaged in their play and learning. Younger children enjoy exploring the animal figurines and take time to place each one into Noah's Ark. They happily sit on a staff member's knee to look through books and enjoy feeling the different textures of the pop-up pictures. Older children enjoy singing and moving to the music. However, not all children are experiencing a good range of play and learning opportunities. For instance, when some children woke from sleep there were very little resources or purposeful activities on offer to interest them, as a result of being bored a child played with a staff member's shoes. Not all children's wishes are being acknowledged and they are not being afforded the opportunity to follow their own interests. As a result, we observed a child's play and learning being repeatedly interrupted by staff. We have issued a priority action (non-compliance) notice and the provider must take immediate action to address these issues. A child enjoyed drawing and chatting to a staff member about their Christmas tree at home and this led to a lively discussion about the festive season.

Children are developing their independence appropriately. They showed us how they wash their hands and put the paper towel in the bin provided. Children enjoy quiet time and like to relax in the cosy area to read a book or chat to their friend. A child sustained concentration well as they placed each puzzle piece on top of the other to creatively make a tower. Children are learning to do things for themselves with suitable encouragement from the staff.

## Care and Development

As this was a focused inspection, we have not considered this theme in full.

Staff have an appropriate understanding of their roles and responsibilities to keep children safe and healthy.

Staff promote healthy eating well providing children with healthy meals and a choice of water or milk to drink. They record accidents and incidents accurately on the electronic app but not all these are acknowledged by parents to evidence that they are kept informed. Staff encourage children to wash their hands with soap and water and this helps to develop their personal hygiene practice appropriately. Nappy changing procedures are in line with current infection control guidance. Staff implement good cleaning practices most of the time but not all staff work well together at mealtimes to ensure spilled food on the floor is cleared up straight away. Staff record children's and their own daily attendance as part of their wider safeguarding practices to ensure children's safety.

Staff have a friendly and warm approach to care giving. They praise children for their efforts positively. Most staff are consistently responsive; they listen and respect children's views. However, they do not always identify and acknowledge some children's play and learning preferences well enough. For instance, staff did not understand the child's choice and need to play independently. Staff provide plenty of cuddles of comfort for children when required.

Most staff plan and organise activities suitably, but this is inconsistent across the setting. They are at the early stages of developing a more responsive approach to activity planning and moving away from adult-led tasks to a more child-led play-based approach. However, appropriate strategies are not fully in place to engage children effectively at all times. As a result, staff miss valuable opportunities to develop children's learning. Staff use some basic Welsh, but this is not consistent in order to encourage children's use and understanding of the language. Staff ensure children with additional learning needs receive an appropriate response, are included in all activities and progress well in developing their social skills.

## Environment

As this was a focused inspection, we have not considered this theme in full.

The people running the setting have made some improvements to the indoor and outdoor environments. However, further improvements are required to meet with regulations.

The people running the setting provide a generally safe and clean environment where children can play suitably most of the time. They are improving risk assessments to identify potential hazards to children and what measures are in place to manage these risks. However, since our (Care Inspectorate Wales - CIW) last visit, no further maintenance improvements have been made to ensure the fencing, enclosing the outdoor play area, is structurally secure and of good repair. The person in charge told us they are concerned about the condition and stability of the fencing. The people running the setting have confirmed they have plans in place with building contractors to get the work done but this has been delayed. We have issued a priority action (non-compliance) notice and the provider must take immediate action to address these issues. Staff supervise children suitably. Information is available to everyone about how they will deal with emergencies.

The premises is welcoming and accessible. The people running the setting make sure the environment has sufficient indoor and outdoor play space for children to move freely. They make sure the environment meets most children's needs. However, not all playrooms are fully equipped with appropriate facilities for children to wash their hands. For instance, in one playroom, staff were not able to use a portable handwash basin that was available in the playroom effectively, as a result children became bored of waiting to wash their hands. This was raised with the person in charge and room leader who took immediate action, taking children to use the handwash basins in the nearest toilets.

The people running the setting have improved the quality of toys and resources in some playrooms, but this is inconsistent throughout the setting. The pre-school room is richly resourced with ample toys and resources. Not all younger children's playrooms are afforded the same opportunities and these rooms lack a variety of good quality resources, equipment and furniture. We found some items of furniture not fit for purpose. We discussed this with the person in charge who took immediate action to remove them. Since our visit the people running the setting have confirmed an action plan in partnership with external agencies to address these issues and plans are in place to improve and replenish toys, resources and equipment. They are providing more recycled and sustainable resources in order to further develop children's curiosity.

## Leadership and Management

The people running the setting are committed to making improvements and manage the setting. However, along with the continued ineffective support from the responsible individual and frequent changes to the management structure there is a lack of stability and consistency to drive much needed improvements forward to meet regulations.

The statement of purpose provides parents with the information about what the setting offers. The people running the setting ensure suitable policies and procedures are in place, and these are implemented appropriately and reviewed. The people running the setting are notifying CIW of changes made. They have a basic understanding of their responsibility to promote the Welsh language, but this is not actively promoted.

The current responsible individual does not consistently support managers to be able to support staff fully in their practice and for them to receive the supervision and appraisal they require to aid their professional development and practice. The organizational officer confirmed he will be making an application to CIW to become a responsible individual in order to provide consistent support for all staff and conduct regular supervisions, appraisals and complete staff employment files with the required information. Staff responses to CIW surveys also highlight a lack of meaningful and regular supervision and appraisal. Currently staff employment files remain incomplete. We have issued priority action (non-compliance) notices and the provider must take immediate action to address these issues.

The people running the setting make sure the disclosure and barring checks for staff and their mandatory training is up to date. Children's individual records are complete. Staff spoken with said they enjoy working at the setting and feel supported in their role.

The people running the setting have built appropriate partnerships with parents. We did not speak to parents on the day of our visit. However, we have received parental responses via our CIW surveys. The responses are mainly positive about the care being offered. The people running the setting have implemented the use of an electronic app to communicate with parents on a daily basis to provide them with updates about their child. However, parents have commented that notifications sent to them via the app to notify and keep them updated about their child is 'hard to trust'. Parents commented that sometimes they are receiving updates about their child on days their child does not attend, or information they receive has not been completed fully. We discussed this matter with the people running the setting and they confirmed they would undertake a review of the app. The people running the setting have confirmed their commitment to develop community engagement in order to improve children's awareness of their local community and improve their social skills.



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

R1: Ensure all accidents and incidents are acknowledged by parents / carers to evidence they have been kept informed.

R2: Ensure staff are deployed effectively at mealtimes in order to improve routines for children's handwashing and cleaning procedures.

R3: Consider installing additional handwash basins in baby room two.

R4: Review the communication app with parents to evaluate its efficacy.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
20	The Responsible Individual has not ensured all children's wishes and feelings are being considered during their play and learning. They have not ensured activities effectively promote all children's welfare and all round development. The Responsible Individual must ensure all children's preferences, wishes and feelings are valued and their choices respected. They must ensure activities and experiences for all children have value and purpose.	New
37	The Responsible Individual has not taken appropriate measures to ensure the outdoor fencing is suitably maintained, secure and in good structural repair in order to keep children safe. The Responsible Individual must ensure the fencing is safe, secure, well maintained and in structural good repair.	New

28	The Responsible Individual has not collated all the required information in the staff employment files. The Responsible Individual must collate all the required information to ensure that all staff are suitable to work with and are able to safeguard children.	Not Achieved
29	The Responsible Individual has not ensured that all staff have regular supervision and appraisal. The Responsible Individual must provide all staff with supervision and appraisal in order for them to improve their professional practice and development.	Not Achieved

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

**Date Published** 25/01/2023