



Inspection Report

Monmouth Day Nursery

**The Store House
Howells Place
Monmouth
NP25 3ED**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

24/11/2022

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About Monmouth Day Nursery

Type of care provided	Childrens Day Care Full Day Care
Registered Provider	Monmouth Day Nursery Limited
Registered places	44
Language of the service	English
Previous Care Inspectorate Wales inspection	Manual Insert] 16 January 2019
Is this a Flying Start service?	Manual Insert] No
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

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

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

Summary

The nursery is child centred with a good emphasis upon children directing their own play and learning. Children feel settled and confident at the nursery. They interact positively with those around them and experience good opportunities to play and explore their environment. Children have good opportunities to develop their independent skills. They form close bonds with each other and staff, which helps them to feel safe with a sense of belonging.

Staff are sufficiently qualified, professional and have a good understanding of how to keep children safe and healthy. Staff monitor children's progress and understand their individual needs. They plan a wide range of activities that are stimulating and directly related to children's interests.

The premises are suitably maintained and secure. Both indoor and outdoor facilities have been improved, the nursery continues to build upon its use of mainly all natural toys and equipment. There are effective record keeping systems in relation to health and safety and risks identified and minimised.

The leadership and management of the setting is good. The management is experienced, listens to staff and involves them in decision making. Staff feel well supported and enjoy their work. They receive good development opportunities to keep their skills and knowledge up to date. There are good policies, procedures, and records in place. Parents are appreciative of the service and receive regular updates on changes and events at the playgroup.

Well-being**Good**

Children are encouraged to make their own decisions about how they spend their time at the setting. They can choose from a variety of activities. Children spend their time engaging in arts and craft activities. On arrival we noted that all the children in the toddler group were having a sing along session. All the children were dancing and singing with a visitor who attends the nursery to help children to express themselves in creative ways. After lunch, the baby group have free flow opportunities in their base room. We observed children happily choosing activities between looking at books and playing with role play toys.

Children are content, happy and valued. They develop strong attachments with key workers, and they are comfortable to approach familiar people when they need help or reassurance. The older children have free flow opportunity of the ground floor of the nursery. We observed preschool children choosing to have snacks when they were hungry and not at a set time. For example, on older children being told that the snack station was ready. Some of the children washed their hands and sat down to choose what they wanted to eat from the selection on offer. Some children chose to butter their crackers and others cut up fruit to eat or pour their own drinks. This allows children to become independent and have a sense of confidence. Older children are beginning to form friendships with their peers, we saw children happily playing together with the activities on offer to them. Children playing alone, were content and remained on task when joined by other children and staff in the activity.

Children have good opportunities to develop their skills with the play and learning experiences provided. They are curious and engaged learners who value the chance to explore the environment. The emphasis is on free play but there are also structured adult led activities which children participate in and enjoy. For example, we observed the older children doing a physical activity in their base room using mats on the floor. We were told that older children have been trialling regular Yoga session recently. Staff told us that the group liked it so much that it has recently become a daily activity at the start of the day. This demonstrates children's interest are listened to and incorporated into the routine on the nursery.

Most children in all age groups have suitable opportunities to develop self-help skills. They are confident to follow their own interests and seek out activities that interest them. Children are encouraged to do things for themselves. We saw younger age groups being supported to put on their coats to go out to play.

Care and Development

Good

There are effective systems in place to monitor the health and safety of children. Good safeguarding procedures promote the welfare of children. Staff understand their responsibility to be vigilant and are clear about the processes to follow to deal with any concerns. Staff receive regular safeguarding training and keep up to date with all relevant information. Regular fire drill practices ensure that staff and children are aware of how to evacuate the premises safely. However, on discussion with staff in the baby group and with management about safe evacuation procedures, it became evident that the evacuation plan did not detail what staff would do if babies and toddlers had to remain away from the premises after evacuation.

All staff are up to date with the service's mandatory training such as first aid, safeguarding, food and hygiene training. They work together well to implement good hygiene practices and cleaning routines which help ensure children are safe and healthy, this was pertinent during the pandemic. Children are encouraged to wash their hands regularly. Manager's ensure information relating to allergies is shared with the nurseries cook who prepares all the meals and staff so that children are carefully monitored.

Staff interact in a kind and caring manner with the children, supporting their learning and development effectively. They are consistent in their approach and mindful of the age and stage of development of the children when managing behaviour issues. Staff use soft tones to distract children who are frustrated or upset and praise children for all their efforts. They show enjoyment in their roles and provide comfort for children who are distressed.

Staff know children well and understand their individual needs and preferences. They liaise closely with local authority advisors, recently they have been involved in planning and developing the new curriculum for Wales. Observation and assessments records continue to be part of the new process. Incidental Welsh is used within the service, we heard children and staff sing in Welsh and they use Welsh in activities such as counting and recognising the Welsh words for colours. We heard staff use Welsh phrases in everyday activities and routines. This allows children to become accustomed to the language being spoken daily.

Environment**Good**

The environment is safe, secure and attractive, providing spacious accommodation for different age groups. Staff complete safety checks of the environment to identify and where possible, eliminate any risks to children's safety. Post pandemic visitors are now being permitted to the nursery. Parents are able to go to their child's base room to drop off and collect their children. Annual safety certificates are up to date. There is a daily check in place, which staff implement to keep everyone safe. There are effective risk assessments in place for all aspects of the premises that identify and eliminate risks.

In the main the environment is clean and well maintained and reflects good hygiene procedures. It provides light, bright and spacious areas for children to explore. The toilet facilities are clean and staff accompany children to the toilet when required or supervise from afar to allow older children to become more independent. There is a wide range of good quality resources and provides a rich environment for play and learning. Since the last inspection, the provider has worked hard to replace where possible man-made toys and equipment with natural resources. Although the nursery in the main has more natural resources than plastic materials, it was most evident in the preschool group. Children can access toys easily, which supports their independence. The outdoor play area is safe and secure and offers plenty of opportunities for active play. Children have opportunity to continue to play outside during inclement weather. This is because a good proportion of the outdoor play area has a good, sheltered area which is designed for continuous play from the inside classroom. Children have good opportunities throughout the day to choose activities which includes wheeled toys, this helps them to extend their learning and development. Staff are well deployed in both indoor and outside space.

Leadership and Management

Good

Leadership and management of the service is good. The provider of the nursery plays a close role in the nursery and regularly is present on site. The nursery has a competent and experienced manager, who is also the person in charge and provides good daily support to the staff team. In the main most of the staff are well qualified and deployed well. However, this was not the case in the toddler group at the start of the day. On identifying this the management explained that this was due to staff sickness and the staffing would be reorganised by the end of the day. The provider also provided CIW with an action plan before the first visit was complete. Therefore we did not take any further action. There is a development plan in place to keep track of changes planned over the coming year. The statement of purpose is detailed and provides parents with good information about the setting so they can make an informed decision about its suitability for their child. There are detailed policies and procedures in place which the provider reviews and updates routinely.

Management of the service are committed to providing the best quality care provision to children and their families and the staff team are enthusiastic and motivated. The leaders and staff are dedicated, they have a clear vision. All policies and procedures are in place and contain the required information. However, we noted that the medication policy was not updated and required clarity. The policy did not specify that parents must always provide the medication and that this should be clearly labelled indicating the child's name and the dosage to be administered. The manager carries out checks to ensure all staff are suitable to work with children.

Staff are deployed effectively and are clear about their responsibilities. They told us they feel supported by the management team. Most staff are qualified and they have the skills and training to enable them to carry out their roles. Staff files are complete and all relevant checks to ensure staff are suitable to work with children are in place. All staff receive annual appraisals and regular supervisions to monitor their performance and identify further training.

The provider has established trust and very good communication links with parents. Parents we spoke to praise the service they receive. They told us that staff are supportive and that "Nothing is too much for them". Parents told us that over the last two years during the pandemic they were kept well informed, and staff stayed in touch with families. This help children when able to do so to settle in happily and quickly.

Recommendations to meet with the National Minimum Standards

R1. Ensure a clear plan is in place to readily deploy suitably qualified staff across all age ranges, in the event of staff sickness.

R2. Ensure consideration is given to how babies and younger children will be contained for a period of time while waiting for the emergency service to make the premises safe during fire drill practices.

R3. Review the medication policy to ensure parents are aware that no medication will be kept or used by the nursery.

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
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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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