



## Inspection Report

**What Tots Want Day Nursery**

**Riverside Community Centre  
Castle Street  
Builth Wells  
LD2 3BN**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**



### **Date Inspection Completed**

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## About What Tots Want Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Person	Anna Jarvis Karen Jones
Registered places	25
Language of the service	English
Previous Care Inspectorate Wales inspection	First inspection since registration
Is this a Flying Start service?	<a href="#">Manual Insert</a> No
Does this service provide the Welsh Language active offer?	No. 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 people /children who use, or intend to use their service.

<a href="#"><u>Well-being</u></a>	<b>Good</b>
<a href="#"><u>Care and Development</u></a>	<b>Adequate</b>
<a href="#"><u>Environment</u></a>	<b>Good</b>
<a href="#"><u>Leadership and Management</u></a>	<b>Adequate</b>

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

### **Summary**

Children are very happy and settled at this setting. They are able to make choices about what they do and can follow their interests. Children are confident communicators and thoroughly enjoy their play.

Overall, people who run the nursery and staff keep children safe and healthy as they follow mostly appropriate policies and procedures. Staff support children very well and provide an interesting and varied range of activities that are appropriate for the ages of all the children who attend the nursery.

The nursery is safe, secure and clean. The playrooms are open, bright and welcoming. There is a varied range of resources of good quality that promote all areas of children's learning and development. The large attached outdoor play space is a particular strength of the nursery and very well used by children of all ages.

The people who run the setting create a positive ethos and are committed to running a quality provision. However, some aspects of leadership and management do not fully meet regulations. We have identified an area for improvement along with recommendations; there is a summary of these at the end of the report.

Children are able to make choices and decisions about how they spend their time at the setting, including whether to play inside or outside for parts of the day. They are able to contribute their ideas to their play. For example, a small group of older children had made vehicles out of duplo and told us they could change to giant wings and fly. Children are confident communicators and chat happily and comfortably with each other and with staff. A child told us that they had been making dragonflies and showed us the model they had made which was in the craft area waiting to be finished. Younger children and babies are able to freely explore their environment.

Children are very settled in the nursery. They are happy and relaxed and have positive relationships with each other and with staff. They know the routines of the day and move easily from one part of the session to the next.

Children behave well. Older children are making friends and play cooperatively together. Younger children and babies play happily alongside each other as is appropriate for their age. When all the children come together in the garden, older children are mindful of younger ones. We saw a child, with support from a staff member, have 'one more turn' on a bike and then let another child have a turn who had been waiting patiently.

Children very much enjoy their play. They are interested in what they are doing. We saw one child very excited when they arrived to see if the chrysalises had developed into butterflies overnight. A younger child spent a considerable amount of time exploring water, pouring it into the water run and collecting it in a bucket at the other end. Children benefit from adult led group activities such as very interactive singing and movement sessions. They also enjoy lengthy periods of uninterrupted self-chosen play which allow them to get properly involved in what they choose to do.

All children learn and develop in all areas from the activities and resources provided for them. We saw a young child kicking a soft ball demonstrate very good balance and power in their kick. Children are very confident throughout the nursery. They are developing self-help skills and becoming independent in managing their personal needs. For example, babies are encouraged to have a go at feeding themselves and older children use the toilet, wash and dry their hands, eat and attempt to put on their own coats independently.

## Care and Development

Adequate

The people running the nursery have policies and procedures in place to support staff to keep children safe and healthy which they review annually. There is a suitable safeguarding policy in place. The people who run the nursery and staff we spoke to understand their responsibilities in relation to, and know what to do if, they have any concerns about children. However, procedures concerning allegations against staff, or the registered persons were not clearly understood. They also do not record any pre-existing injuries that children may have when they arrive at nursery. Since the inspection, the people who run the nursery have confirmed they have put in place procedures to record these. People who run the setting collect information from parents about allergies and dietary requirements. Children bring food and drink from home although since the inspection, the people running the nursery have told us that they will begin to provide fruit, milk and water for snack time. Staff follow mostly suitable hygiene procedures in relation to food handling and nappy changing and consistently ensure children wash their hands before eating. However, they did not wear aprons when handling food and did not always wear aprons when changing nappies. Since the inspection, the registered person has rectified this.

There are systems in place to record accidents although people who run the nursery do not track accidents for patterns. Since the inspection, the registered person has put in place a system to monitor accidents, incidents or pre-existing injuries for individual children. There are sufficient staff with paediatric first aid training.

Staff interact very well with children and build positive relationships with them. They offer encouragement and praise to children. There is a suitable behaviour management policy in place although we did not see any issues of challenging behaviour during our visit. Staff are good role models for children.

Staff support children of all ages very well in their play and learning. They provide high levels of engagement as they join in with activities alongside children and develop conversations with them. For example, a small group of children spent a long time at the drawing table with a member of staff, colouring, drawing and chatting happily. This supports children to extend their skills and levels of concentration and perseverance. Staff provide a good variety of interesting activities and resources for children both inside and outside. For example, they have a butterfly garden to enable children to observe the life cycle of a butterfly and a wormery. Alongside this staff have provided craft activities for children to make their own versions of butterflies, caterpillars and dragonflies. Staff do not do any formal planning, they plan from a starting point theme, which they discuss with children and see where that leads them. They do not track or record children's development. This means children's individual and group next steps are not recorded or fed into the activities staff provide. Since the inspection, people who run the nursery have told us they have introduced development trackers and are considering ways to plan for children's next steps and progression.

## Environment

Good

The people running the nursery ensure it is secure, safe, suitably clean and well maintained. Visitors sign into the nursery on the daily signing in sheet at the entrance. Risk assessments are in place although these lack some detail and do not identify all potential hazards. The nursery is based in a community hall which they have sole use of when the nursery is open. The building is maintained by the owners. The people who run the nursery ensure they have access to the relevant up to date building safety and fire check certificates. There are records in place, consistently completed, for daily safety checks as well as fire alarm, fridge temperature and food probe temperature checks. Staff and children take part in regular emergency evacuations which the people who run the nursery record.

There are two large playrooms, one for children under two and one for children over two. Both are welcoming, bright and airy with good ventilation. Large windows and glass doors in both rooms give good sightlines to the shared outdoor area. The people running the nursery ensure there is a very good range of interesting and appropriate resources, equipment and activities available for all children. There are some natural resources alongside more typical resources and the home corner in the two plus room benefits from real equipment. There is ample space for children to move around and play. The layout of both rooms enables all children to choose activities and resources independently. Resources and equipment enable children to learn and develop in all areas. For example, the baby room includes soft play equipment, soft footballs and a springy seesaw to help promote physical development. Accessible toilets give older children good opportunities to develop independence in managing their personal needs. There is a separate area for babies and younger children to sleep safely and comfortably.

The outdoor area is a particular strength of the nursery. There is an enclosed, covered balcony area that leads onto a large grassy area. The people who run the nursery have recently extended the boundary of this space. It is securely fenced and provides rich play and learning opportunities. For example, slide shoots have been placed on a natural slope and there are areas for planting and digging. A small sailing boat, a car made from small chairs and old tyres and a 'builders' yard provide for imaginative play and a large willow wigwam makes a cosy den. Water, sand and two mud kitchens are available and we saw children having great fun rolling down a second natural slope on trikes. Alongside this staff provide focused activities such as painting.

People who run the nursery provide good quality furniture and resources that are suitable for the developmental needs of all the children.

## Leadership and Management

Adequate

The people running the nursery have a clear vision for the setting, 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. The people running the nursery have the required policies, procedures and documentation needed to run the setting. They review these annually. However, one or two are not fully reflective of the service and the complaints policy does not contain all the information required by regulations. Since the inspection, the registered person has submitted an updated statement of purpose to Care Inspectorate Wales (CIW) and confirmed they will review all their policies. Parents sign children in and out of the nursery. The signing in and out sheet was accurate on the day of inspection and recorded the times of arrival and departure. All signing in sheets viewed were fully and consistently completed. However, the people running the nursery did not consistently record staff being present or the actual times they were in the nursery. Staff did not sign in and out when leaving for lunch or any other purpose. It was therefore not possible to track which staff were looking after which children. Since the inspection, the registered person has confirmed that appropriate staff registers are now in place. The people who run the nursery do not always notify CIW of relevant occurrences, for example, when new staff start work.

The people who run the nursery annually review the quality of care in their setting by gathering the views of children, parents and staff through questionnaires and responding to their comments. They identify some areas they would like to improve from this. However, the review is not fully evaluative of the service they offer and they do not develop an action plan to help them take forward improvements.

There is a low turnover of staff in the setting, many have been there for several years. The two registered persons are available to cover for staff absences. However, staff files did not contain all the information required by regulation to evidence their suitability. Since the inspection, the people running the nursery have confirmed that all required information is now available. Whilst no further immediate action is required, this is an area for improvement and we expect the provider to take action. There is a suitable system in place for supervision and appraisal of staff. Staff we spoke to all said they love working at the nursery and feel very well supported by people who run the nursery.

The people running the setting put in place a contract for each child attending the nursery and gather all the information they need from parents to meet children's needs. They communicate verbally and via home communication books with parents for all children who still wear nappies or have naps. They also keep parents informed via a closed facebook page and occasional newsletters. We have received several feedback questionnaires from parent, all of which are extremely positive about the nursery. People who run the nursery make good relationships with the local health visitor and speech and language therapist as well as the local early education provider where many of the children also attend.





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

R.1. Ensure all paperwork and documents at all times fully reflect the service offered, contain all information required by regulations and have sufficient detail.

R.2. Improve safeguarding knowledge in relation to concerns or allegations about adults in the nursery and embed into practice recording and tracking of pre-existing injuries children may have on arrival at nursery.

R.3. Devise and implement a system of assessment and planning that supports children's progress in learning and development.

R.4. Ensure CIW is notified of all relevant occurrences.

R.5. Ensure the quality of care review is fully evaluative of the nursery and consider developing an action plan from it to support improvements.

### 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
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
28	The provider had not maintained staff records that provided full information to evidence the suitability of staff to work with children. They must ensure all documentation required by regulations is available in	New

	staff files before they start work.	
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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.

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