



Inspection Report

Eden Nursery

**Eden Centre Ltd
Unit 6-7 Mertons Building
Glandwr Industrial Estate
Abertillery
NP13 2LN**



Date Inspection Completed

28/03/2023

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About Eden Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Eden Centre Ltd
Registered places	66
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of this service
Is this a Flying Start service?	Yes
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

Children are happy and settle well. They engage in activities of their choosing and are free to develop their play independently and in collaboration with their peers. They are listened to, and their views are taken into account. They have opportunities to develop skills through a wide range of activities, although there are some limitations to their independence.

Staff are very well qualified, professional and have a good understanding of how to keep children safe and healthy. They are responsive and respect the children in their care and the decisions they make. Staff have a good understanding of children's individual needs, and this helps to ensure those needs are well met.

The environment is clean, spacious, and well organised. Staff follow procedures to ensure the environment is safe and suitable. The indoor environment is welcoming and bright. Resources are stored at low level enabling children to access them independently. They are of a very good quality, including many natural resources, provided in suitable quantities. The outdoor play area is limited but secure, and provides children with opportunities to be out of doors and active.

Leadership and management of the service is effective. The management team has high standards and a very clear vision for the service and shares this with staff. Managers support staff well, providing good development opportunities to keep their skills and knowledge up to date. Formal staff supervision and appraisals are undertaken regularly. Suitable policies, procedures and records are in place. Parents are very complimentary and speak highly of the staff and the care their children receive.

Well-being**Good**

Children have choice, and a voice in this setting. They move freely around their play space, making choices and decisions about what they want to play with. They are well aware of their daily routines. Children are given good opportunity to express themselves and talk about the things that are important to them, such as what they have done at the weekend with their families. They join in enthusiastically with activities and are confident to express their opinions because they know care staff will listen to them. Children's non-verbal communication is also acknowledged. We saw babies thoroughly enjoying themselves playing at a water tray with lots of soap suds, giggling, shrieking, and smiling, to which staff responded with equally joyful speech and interactions.

Children feel safe, happy, and valued at the setting. They develop warm relationships with other children and staff. Children approach staff spontaneously to seek reassurance or support and enjoy receiving praise and recognition for their efforts. When a pre-school aged child left for the day, they hugged staff goodbye, waving "*See you tomorrow*" before they left, and all the other children waved and said the same back. We saw children laughing and smiling as staff joined in with their play. Children are also comfortable in the familiar routines and activities of the setting.

Children co-operate, take turns and share, and they are developing sensitivity to the emotions of others. In the main, they demonstrate a good understanding of what is expected of them whilst they are at the setting. Children negotiate their play well and older children play co-operatively. Children enjoy the praise they receive for positive behaviour, and they interact well with staff and peers. They are developing a sense of right and wrong and are becoming self-disciplined.

Children are interested and excited in the play-based activities in which they engage. Children are active and curious. They are happy and confident to move between activities freely, but also sustain interest in activities of their choosing. Outdoors, we saw children engage in a bug hunt with staff, searching the outdoor play area in the rain, turning over logs and delighting in each find. Children benefit from a good balance of organised and free-choice activities. They are happy and engaged and all children we spoke to told us they enjoyed their time at the setting.

Children are encouraged to be as independent as possible at the setting. They can access most resources entirely freely because they are displayed for children attractively, allowing them to extend and develop their play themselves as they wish. We saw children happily playing independently of staff, who allowed them the space to explore and progress their own play. We also saw children encouraged to wash up their plates after mealtimes. Children's independence is limited by not being able to freely access bathrooms or the outdoors from their playrooms.

Care and Development

Good

Staff are successful in their roles. They are clear about their responsibilities and they have good knowledge of how to keep children safe and healthy. They speak confidently about safeguarding procedures and know that managers will be responsive to any concerns they raise. They are experienced in dealing with safeguarding matters, including assisting or signposting families in accessing support where necessary. There are procedures for recording the administering of medication, accidents, incidents and existing injuries. Managers monitor these monthly to identify any trends in accidents sustained at the setting, and record actions taken to minimise risks. Snacks and meals provided are healthy and nutritious. Staff provide access to physical exercise; time outdoors for play is included every day and during each week children also have opportunities to access the adjoining soft play centre for large physical activity.

Staff work well together to support and promote children's social behaviour. They are positive role models for children in their care, treating each other and children with respect and kindness. They offer praise and encouragement to the children for their efforts. Staff have a very calm manner when managing behaviour. No significant issues of behaviour management occurred during the inspection, largely due to the positive approach taken.

Staff provide a nurturing and caring environment in which children's play and well-being are well promoted. All staff have a relaxed, happy and caring nature when interacting with the children. The staff group are keen to ensure they are good facilitators of play and development; they spoke warmly about their desire to improve the outcomes for children in their care. They are considerate of the children's views and conscious to give the young children options and choices and to allow them to express themselves. The activities available to children are planned by staff, based on children's interests and how they enjoyed previous days' activities. They support the ethos and areas of learning of the new Curriculum for Wales. Activities can be extended to allow children to continue to develop their play or changed as their interests change. Some incidental Welsh language is included in the provision, as well as Welsh language books. Managers told us that increasing the inclusion of the Welsh language is a focus for them. The setting is working towards the 'Active Offer' of Welsh with more Welsh speaking staff and policies and paperwork being available bilingually.

Environment

Good

The environment is safe, secure and welcoming. Staff are vigilant and supervise children closely at all times. The ratios of staff to children meet or exceed those required by National Minimum Standards. Staff complete daily safety checks to identify, and where possible, eliminate any risks to children's safety. Registers record the times children arrive and leave the premises. Managers keep records of all visitors to the setting. There are suitable risk assessments in place for all areas of the setting. Records show all regular and routine maintenance checks for the building and appliances are in place. Regular fire drill practices are carried out to ensure staff and children are familiar with the emergency evacuation process.

The premises provides a rich and stimulating environment for children to play and learn. It is well maintained and decorated to a good standard. Most of the indoor play space is interesting and appealing, without being overwhelming to children. This is aided by lots of natural resources. There are some displays of children's work, as well as photos of the children playing, and photos of their families. We saw children refer to these photographs frequently, helping to demonstrate to children they are a part of the setting. Managers confirmed to us immediately after our visit that areas we identified as feeling less welcoming had been reconsidered. Additional plants and thought-through displays have now been included. The outside play space is well utilised and we saw the children enjoy the resources made available to them outside. We saw the children love to play outside, even when it was raining at times. However, the space is somewhat limited and is not yet a rich environment for children to experience the outdoors.

There is a wide range of good quality resources and in many ways, the layout promotes children's independence. There are sufficient resources, such as art and craft materials for children to have good variety and choice. Resources are stored at low level and in plain sight, allowing children to choose easily what they want to play with. Furniture is of suitable size and design for the age range of the children. As the day progresses, not all playrooms remain a calm and well-organised space for children to freely choose their activities. High levels of play earlier in the day make activities and areas of learning difficult to recognise and engage with if staff are unable to reset the room periodically.

Leadership and Management

Good

Managers are skilled, experienced and overall, manage the service to a high standard. There is a strong vision for the setting, reflected in the statement of purpose. There are clear policies and procedures which reflect the setting and current practice, although a small number require some minor revision and updating. Staff work consistently in line with these to support the smooth running of the setting. Operational records contain the necessary information. Records of children's information are complete. Parental permission for the setting to seek medical treatment for a child in an emergency had not been sought but this was addressed immediately. Managers employ an appropriate number of suitably qualified and experienced staff to care for the children. Managers have high expectations of staff and support and challenge them to do their best.

Children and parents benefit from a service which is committed high standards and improving outcomes for children and families. Managers undertake many effective methods of quality assurance, including a quality of care review which is completed annually as required, and takes into account the views of children, parents, staff and outside agencies, such as local authority advisory staff. A report detailing what the setting has improved upon in the previous 12 months is written, although it should be strengthened in the future to capture managers' analysis of the setting and their action plan of what they want to improve in the next 12 months. Managers work hard to ensure that they deliver high quality care in a service which strives for continual improvement.

Managers are effective in overseeing staff, managing their time and prioritising activities responsively to ensure that children's needs are met in a timely manner. We observed staff to be well organised, and the resulting relaxed care environment has a positive impact on the children's mood and their interactions. Staff confirmed they enjoy working at the setting and feel passionately about the service they provide for children and families. Robust recruitment procedures ensure that suitable staff are employed to work with children. Mandatory training is kept up to date and staff benefit from high levels of additional development training, both to enrich their general practice and when needed to support particular needs of children. Staff receive regular supervisions and appraisals to reflect on their practice.

Positive relationships are valued at this setting. Staff told us they value the relationships they have built with parents and are keen to ensure parents know they can approach them at any time. A new two-way communication app has recently been successfully introduced allowing staff to share with parents in real time what food their child has had, any 'wow' moments in the day and photographs of the engaging with activities. Parents feedback was complimentary about the setting.

Recommendations to meet with the National Minimum Standards

- R1. Further develop the garden to promote children's access to the outdoors.
- R2. Ensure policies are reviewed and updated to reflect current practice.
- R3. Ensure the quality of care review includes further self reflection of the setting.

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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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)
	No NMS Recommendations were identified at this inspection

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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