



Inspection Report

Little Nightingales Day Nursery

**Rhondda Cynon Taff County Borough Council
Pen-y-graig Library 75-76
Tylacelyn Road
Tonypany
CF40 1LA**



Date Inspection Completed

14/06/2022

Welsh Government © Crown copyright 2022.

*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
You must reproduce our material accurately and not use it in a misleading context.*

About Little Nightingales Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Person	Melanie Bailey
Registered places	21
Language of the service	English
Previous Care Inspectorate Wales inspection	Manual Insert This is the first inspection of the service since registration.
Is this a Flying Start service?	Click or tap here to enter text.No
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

<u>Well-being</u>	Adequate
<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 comfortable in the setting and most confidently explore the areas available to them. They are familiar with the routine and have developed friendships with their peers. There are some opportunities for children to be independent. Overall, children have opportunities to learn and develop as individuals through activities that are suitable for their age and stage of development.

Staff care for and nurture children appropriately. They understand most policies that inform their practice. Safeguarding is prioritised and staff understand their responsibilities to protect children. Nearly all staff use positive interactions to promote children's self-esteem and good behaviour. Staff provide an appropriate range of play and learning activities, monitoring children's developmental needs well.

People who run the setting ensure the nursery environment is generally safe, clean, and well presented. A good range of safety procedures and risk assessments are in place. However, some did not fully consider all potential risks, and these were actioned during the inspection. Areas are welcoming, comfortable, and suitable for care. Developments in some areas such as sleep facilities have been discussed and improvements are being considered. Resources and equipment are child sized and suitable for the age and development of the children attending.

People who run the setting strive to operate their service in line with the regulations and national minimum standards. Many areas of leadership and management are effective, and areas of the service are being adapted during the ongoing challenges of the Covid-19 pandemic. However, some areas need further attention. People who run the service have implemented many improvements during the inspection to ensure staff are employed and deployed appropriately. There are suitable policies and procedures in place, and some have been updated during this inspection. People who run the setting have established good partnerships with parents and many other agencies to provide appropriate care for children.

Well-being

Adequate

Children frequently make choices and decisions. They move around freely, spending time exploring activities that interest them. For example, babies sit and climb on the soft play equipment and older children on the play frame. Some children speak up with confidence, making their needs known to staff and asking questions. For example, a child asked if they could go outside to play and went outside to take part in an activity with building blocks and foam.

Children are settled and are forming positive attachments. We saw children arrive at the setting with confidence and enthusiasm. They quickly settled into an activity and were not fazed by the departure of their parents. Children have developed some close bonds with staff and readily approach whichever staff member is available in their area for support or reassurance. Others are content to sit watching or play independently, until a staff member engages with them.

Children are beginning to understand how to manage their behaviour. They are learning about concepts such as sharing and turn taking and are developing relationships with their peers. Most children play alongside or near others, which is appropriate for the age and stage of development. Others are taking time to learn social skills and find it a challenge to interact positively with their peers on occasions.

Children generally enjoy their play and learning. Most are active, curious learners enjoying playing in the home area or colouring a picture. A few children did not want to engage in circle-time and their voice was heard, as they did not have to take part, but this caused other children to become frustrated. Overall, children respond positively to the good support and encouragement from most staff. For example, they understand phrases such as “go on, you can do it!” and “good girl, well done!” and smile, feeling good self-esteem as a result.

Children have suitable opportunities to develop a variety of skills. Many undertake some tasks, such as eating their snack independently. Younger children are sometimes able to try and do things for themselves, such as feeding, whilst others are fed by staff. Children are learning and developing early literacy skills effectively as they confidently name colours and can tell what noise animals make. Children are learning appropriate language skills, including the Welsh language, through singing and repeating phrases as part of the daily routine.

Care and Development

Adequate

Staff keep children safe and healthy as they follow policies and procedures that are in place to support them to do this. Most have undertaken training in key care practices. Nearly all staff routinely update child protection training and safeguarding is given high priority. Staff are clear regarding implementing the child protection policy and know how to make a referral if they have any concerns regarding children or care practices. They generally promote healthy lifestyles. The provision of food and sun protection policy have been reviewed during this inspection, to ensure meals are balanced and nutritious and sun cream is applied appropriately. Staff remind children to drink from their water bottles, which are easily accessible. Accidents, incidents, and pre-existing injuries are documented but signatures are not always obtained from parents. Managers are considering how these processes can be improved.

Staff understand the behaviour management policy and mostly implement positive behaviour management strategies, such as diversion and praise. Overall, staff consistently remind children of the expectations of their behaviour, such as sharing and listening to instruction. However, there were a few occasions where staff struggled to manage children's behaviour effectively and this led to the environment for other children being negatively impacted. For example, at one circle time session, staff were unable to continue with a story as some children were disinterested, disrupting the session for children who wanted to participate. Staff did not manage the situation effectively. There were numerous instances of children trying to access areas of the setting where they were told not to go. For example, climbing over the low gate to the under twos area or pushing the door to go into the book area. Staff tried to manage this, but it took time away from the care of other children, and in some instances, staff became clearly frustrated.

Staff know the children well and understand their preferences. They know what the children respond positively to and what their triggers are. For example, one child did not like to sit with their peers for meals, so they sat near them at a different table. Most staff have good knowledge of child development and keep useful records, especially those children who may have emerging additional needs. Records are not always used effectively to inform practice. For example, colouring activities are not always tailored to the individual needs of children. Most staff encourage children to eat independently during lunchtime, "You can do it." However, staff did not fully always promote children's independence during mealtimes, as staff handed everything to them, and poured their drinks. On occasions, staff feed children when they have the skills to feed themselves.

Staff plan some activities well covering the areas of learning and support for children's development. Few planned activities were undertaken during our visit and the planning of activities does not always seem purposeful. Most staff are attentive to children's individual needs, wiping their noses when needed and providing comfort with a cuddle when children were unsure. We saw a baby was attached to a comforter and was allowed the comforter throughout the day. Occasionally, staff did not recognise and respond promptly to children

requiring attention, as they were focussed on carrying out other tasks. For example, a baby clearly indicated they wanted attention after having their nappy changed but did not receive it as the staff member proceeded to change another child's nappy. Staff use incidental Welsh and there are some bi-lingual displays and signage around the nursery. There is little evidence that the setting is working towards the Active Offer of the Welsh language at the moment.

Environment

Adequate

The environment is generally safe and secure for children. All visitors sign in and out of the building and non-essential visitors have not been inside during the Covid-19 pandemic. All staff manage risks relating to Covid-19 well within the environment. Suitable risk assessments are in place for the setting and daily safety checks of the areas used by children are undertaken. We discussed the use of the internal fire doors, and the registered person took prompt steps to review practice and address the matter. Records show that fire drills are carried out regularly and good records are kept of these. Insurance certificates are up to date, as well as routine safety checks for the building and appliances.

Managers and staff maintain the environment appropriately and provide a welcoming, child friendly space. Children have sufficient space to play and learn, with under twos in a dedicated area and children aged 2-5 years in another. Children only access different areas, including the garden, under staff supervision. Toilet and nappy changing facilities are of a good standard and staff supervise children to use them. Bathrooms are well stocked with liquid soap and paper towels, promoting hygienic handwashing facilities. All staff are responsible for ensuring good hygiene procedures are implemented throughout the day. There is a sleep area located near the under two's area. It is small and used to store sleep mats, push chairs and other items. Cots are available for sleep, as well as mats, push chairs and bouncers. The suitability of the sleeping facilities was raised with the manager. Children can store their belongings on pegs in the entrance area. Displays are bright and colourful and include the children's craftwork.

Staff organise the resources within environment fairly well so that it provides a range of suitable play opportunities indoors. The outdoor area is small, but there are some good play opportunities. Large planters are empty or have plants that have been neglected, which wastes space and does not provide opportunities for children to grow items as intended. Resources are mostly appropriate for the age of the children, and most are of suitable quality. Children can access most stored resources themselves, which supports their independence. The kitchen/home area has minimal resources, and some items, such as the microwave over, were broken. The setting has suitable furniture such as child sized tables, chairs, and soft furnishings.

Leadership and Management

Adequate

People who run the setting are skilled and experienced however, the quality of leadership and management varies. They are passionate about providing a good quality service and keen to ensure the setting meets their expectations. There is a detailed statement of purpose providing parents with essential information about how the setting runs. The settings policies are generally clear, and several policies have been reviewed and updated during this inspection. This includes the sun protection policy and medication policy. The registers of children's and staff attendance contains all the necessary information and are completed in a timely manner. People who run the setting ensure most of the regulations and NMS are consistently met.

People who run the setting are aware of their responsibility to evaluate and plan for improvement to ensure that children experience an improving service. They have a system in place to review and evaluate the quality of the service. They conduct an annual review of the service they provide, consulting with parents, staff, and other professionals as part of the process. More could be done to ensure that this process is effective in identifying any improvements required, and monitoring that the setting always meets the regulations and NMS. During the inspection we held constructive dialogue with the registered person and person in charge and found them to be open to discussion and eager to make the necessary improvements.

People who run the setting ensure that, for most of the time, staff are deployed in line with the regulations and NMS, and they meet the adult: child recommendations. However, observations, discussion with the registered person and records viewed, evidence that there have been occasions when the NMS have not been adhered to. For example, the person in charge is not always supernumerary and the required number of qualified staff are not always on the rota to work on a daily basis. We were told this was a misunderstanding and the matters were addressed immediately by the registered person. Therefore, we have not issued a priority action notice on this occasion. People who run the setting generally maintain staff files well. We discussed minor matters with the registered person, and they addressed them immediately. Records show that staff receive some opportunities for supervision, but they did not consistently receive an annual appraisal. People who run the setting have addressed this and we have not issued a priority action notice on this occasion. Staff told us they feel supported by the management, enjoy their job and they get regular training to keep their knowledge updated.

People who run the setting have developed effective partnerships, which benefit children and parents. They work closely with parents to ensure that children's needs are met, especially for children who have medical needs. Parents are invited to share their knowledge about their child before they join the group so that their child's needs could be identified. Parents told us that they are happy with the service they receive and how their children are cared for. They are kept well informed about their child's 's day and progress. People who run the setting told us about the strong partnerships with the local Health

Visitors, local schools, Social Services, and the Resilient Family Team. They also have useful links with the wider community, such as Valleys Kids and the other settings operated by the registered person. They engage appropriately with CIW, keeping them informed of significant events.

Recommendations to meet with the National Minimum Standards

R1 Ensure improvements implemented during this inspection are monitored for effectiveness and are sustainable.

R2 Further promote children's development of skills for independence.

R3 Ensure all staff consistently evaluate the activity planning for all age groups so it is purposeful and tailored to individual needs

R4 Further enrich resources in some play areas

R5 Clarify the procedure for receiving parent's signatures for matters such as accidents, incidents and medication given to their child

R6 Further consider whether the setting is effectively 'working towards' the Active Offer of the Welsh language

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
------------	---------	--------

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

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.

Date Published 01/09/2022