



## Inspection Report

**Glangwili Day Nursery**

**Glangwili General Hospital  
Dolgwili Road  
Carmarthen  
SA31 2AF**

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

**This report is also available in Welsh**



**Date Inspection Completed**

15/12/2023

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## About Glangwili Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Willow Daycare Limited
Registered places	53
Language of the service	English
Previous Care Inspectorate Wales inspection	21 December 2022
Is this a Flying Start service?	
Does this service promote Welsh language and culture?	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.

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

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

### **Summary**

Children are confident, happy and enjoy their time at the setting. They have a lovely sense of belonging and develop positive relationships and friendships. They feel settled, happy, and comfortable at the setting. Children show enthusiasm and excitement during their play. They take part in some planned activities or follow their own interests.

Staff promote children's well-being purposefully. They understand and implement nearly all policies and procedures to keep children safe. Staff consistently implement positive behaviour strategies and model good behaviour. They follow simple activity plans, completing observations and tracking children's progress.

People who run the setting have effective measures to ensure the environment is safe and secure. They ensure the environment meets the needs of the children by offering a good range of age and stage appropriate resources, toys, and equipment.

People who run the setting have efficient and clear policies and procedures in place. They monitor and review their setting regularly and implement improvements following their reviews. People who run the setting have ensured areas for improvement and recommendations raised at the previous inspection visit have been addressed. People who run the setting ensure staff are suitable to work with children and carry out meaningful professional development. They have developed very positive relationships with parents.

**Well-being****Good**

Children have a strong voice and make purposeful choices in their play. We saw one child choose a book independently and hand it to the staff member to read. Children in the baby room explore their environment freely and confidently, accessing activity trays as well as the role play kitchen. Children effectively choose what they would like to do or join in with adult led activities, for example listening to a story or taking part in parachute play. We saw older children play excitedly in the outdoor area, choosing items that sink or float in the water tray. Children are confident communicators; they know staff will respond to them. During lunch time, they state what they want to eat, *'I don't want the soup'*, and this is respected.

Children play and interact with each other in ways that are appropriate for their ages and stages of development. Younger children play contentedly alongside each other. Children have formed strong bonds of friendship and get on well. Children in the pre-school section play effectively together and are kind to one another. We saw children playing happily as a pair with the dinosaur figures, roaring and squealing together. Children are content throughout the session with lots of chatter amongst groups, around tables and whilst playing in the home corner. There is a friendly and calm atmosphere in the nursery. Children who become a little upset at times are quickly soothed by staff with warmth and hugs. Children make strong attachments with staff who care for them. We observed children sitting on staff members' laps as well as raising their arms for a cuddle.

Children are engaged in the routine of the day. They are active in their play and express enthusiasm and enjoyment whilst learning and participating in a good range of indoor play opportunities. We saw children celebrate their own achievements as they successfully balanced on a path they had created using different sized circular logs, *"Yes I did it."* Children initiate their own play as resources are accessible and presented at their level. For example, a group of young children explored the sensory activity tray and were quickly engrossed as they investigate the items made available to them. These included Christmas decorations and a separate one for rice and seeds. Children are very happy and content whilst taking part in planned activities. For example, older children took part enthusiastically in a music activity, choosing their own instruments as well as joining in with the singing. Children have some opportunities to develop their independence in line with their age and stage of development. For example, opportunities to feed themselves independently, access the toilet and wash their hands as well as put on their coats and wellingtons for outdoor play.

## Care and Development

Good

Nearly all staff understand and implement policies and procedures to ensure children remain safe and healthy. Good safeguarding policies and procedures are in place. All staff spoken to are aware of their responsibilities and know what to do if they have any concerns about children or the adults in the nursery. All staff have current training in child protection and up to date first aid. Staff offer children a range of healthy snacks and meals. There is a system in place to manage allergies and dietary preferences. Staff ensure aprons and gloves are worn as they distribute food to children. We did discuss the method of serving hot food to older children and this was rectified immediately. Staff ensure children have access to drinking water throughout the day. During the visit, we observed methods of preparing bottles of milk with staff in the baby room and this was carried out appropriately.

Nearly all staff are consistent in their approach to hygiene practices in the setting as well as responding to children's basic needs, for example wiping children's noses. Staff ensure children are consulted before they assist in wiping their nose, *'Fi mynd i sychu trwyn ti oce?'* ('I'm going to wipe your nose okay?') Staff members access anti-bacterial hand gel after assisting children with wiping their noses, before preparing a bottle of milk as well as before helping children during mealtimes. However, we observed staff using shared flannels to wipe younger children's hands. This was rectified immediately following the visit, and people who run the setting informed us additional flannels have been purchased to address this. Nappy changing is carried out appropriately with staff ensuring children are comfortable throughout the process and their dignity respected. The nappy changing mat was replaced immediately following a recommendation made during the inspection visit. Staff ensure children are checked regularly as they sleep, and a record is kept of these checks along with an alarm set as a check reminder. We did raise our concerns in relation to cushions placed within cots and the safety surrounding these. The sleep policy also stated no items are to be placed in the cot with children. The cushions were removed immediately.

Staff manage interactions positively, treating children with kindness and care. Some staff are committed to promoting the Welsh language and use Welsh frequently with the children. Staff ensure they work together to plan purposeful activities for the children and they also complete appropriate observations and assessments. Staff praise children for their efforts and accomplishments to promote their confidence and self-esteem, *"Good girl"* and *"you are doing such a good job."* Staff manage the children's behaviour well by encouraging the children to share and to be kind to their friends. Staff also encourage the use of good manners. Staff know the children very well and have positive and close bonds with them. They understand the children's preferences and are sensitive to the needs of each child. Staff collect detailed information about the children before they start and communicate well with parents.



## Environment

Good

People who run the setting ensure the physical environment is secure and well maintained indoors and outdoors. There are thorough cleaning routines to maintain good hygiene practices and infection control methods and a record is kept to evidence these. Nearly all staff members identify and minimise risks to children's safety. Other environment and building safety checks are complete and certificates are in place. A visitors' book is in place at the main reception point within the setting and ensures the safety of everyone whilst on the premises. They carry out regular fire drills and have a range of good risk assessments in place.

The environment is clean, purposely planned, and welcoming. There are rooms for specific age groups which allow children to relax and play safely. People who run the setting organise the environment well, it is child centred and provides a good range of play opportunities suitable for all age ranges. Low level storage allows children to access toys and resources independently. Appropriate fittings and furniture are at a suitable height for a child, such as the toilets, sinks, tables, and chairs. There is ample space for children of all ages to play and learn. The layout of the rooms allows the children to move around freely and safely. Children's toilets are accessible directly from the older children's playroom, promoting their independence in managing their own personal needs.

The environment is visually appealing as display boards reflect some artwork the children have created. People who run the setting ensure the environment celebrates different cultures and promotes diversity. All rooms have access to a dedicated outdoor area which present opportunities for children to explore. Staff ensure children use these areas regularly. The people who run the setting have invested a great deal in the outdoor areas recently and have further developed these. These areas present interesting opportunities for the children. For example, mud kitchen, sensory play, role play and space for children to develop their gross motor skills.



## Leadership and Management

Good

People who run the setting have a strong vision. They maintain and share an up-to-date effective statement of purpose that accurately reflects the setting and meets the National Minimum Standards. People who run the setting ensure they comply with regulations, and they are knowledgeable on their regulatory responsibilities. They communicate well with Care Inspectorate Wales and ensure all notifiable incidents are reported in a timely manner. People who run the setting keep all the required children's records.

People who run the setting follow timely and robust recruitment processes to safeguard children. They have good systems in place to update suitability checks as required. People who run the setting ensure staff are appropriately qualified for the role. There is a good induction procedure for new staff. The performance management process is in place with annual appraisals and supervisions undertaken regularly. All staff said they enjoy their work, can access regular training, and feel very well supported, *"I love it here and feel very well supported."* People who run the setting keep a record of children and staff attendance and deploy care staff in an organised way, to meet the staffing ratios.

People who run the setting actively implement self-evaluation. They seek the suggestions of children, their parents/carers, staff, and other interested partners. They produce a worthwhile quality of care report which reflects the summary of responses, improvements they have made and plans for improvement. People who run the setting have good processes when dealing with any complaints/concerns. For example, they keep a full record and implement improvements.

People who run the setting ensure there are systems in place for managing and recording accidents and incidents as well as any medication administered. During the visit, we found not all accident records had been signed for by parents/carers. However, this was rectified following the visit and the person who runs the setting ensures parents/carers are notified of all accidents via the app they use to communicate with parents. People who run the setting update parents daily via their app. They work with outside agencies when they need support or advice. Parents of children using this setting said they are really happy with the setting, *"They are fabulous. They're really flexible and accommodating. I find the app really useful and my child settled quickly."* Parents also told us they feel that their children have made good progress and that the setting is well run.

### 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
27	Staff are not always suitably qualified or experienced for the age range they care for and this sometimes impacts negatively on the quality of care provided.	Achieved

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

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

Best Practice
Recommendation(s)
Ensure staff follow all policies and procedures

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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