



Inspection Report

Coed Derw Day Nursery

**Unit 24 Stradey Business Centre
Mwrwg Road
Llangennech
Carmarthenshire
SA14 8YP**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

22/02/2024

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About Coed Derw Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Coed Derw Ltd
Registered places	31
Language of the service	Both
Previous Care Inspectorate Wales inspection	This was the first inspection after registration.
Is this a Flying Start service?	Click or tap here to enter text.No
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

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

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

Summary

Children are happy settled at the setting. They have opportunities to make choices and are enthusiastic and interested in their play and developing their independence skills appropriately. Children feel safe and valued which enables them to engage in purposeful play-based activities.

Staff have good, positive relationships with the children and care for and praise children for their efforts. They follow the setting's policies and procedures to ensure they keep children safe and healthy. However, not all staff are fully familiar with the child protection policy and the correct procedures to follow to ensure they always keep all children safe.

Staff care for children in an environment that is welcoming and friendly and provides good opportunities for play and learning. There is a range of play spaces and plenty of resources to encourage children to play and learn. The resources and equipment meet the needs of the children well. The outdoor environment is secure and offers play areas as an extension of the indoor environment.

People who run the setting are passionate about their setting and strive to provide a good setting. However, they have experienced significant challenges during recent years, and as a result do not ensure that they lead and manage the setting consistently and effectively. They fail to sustain compliance with regulations. CIW have issued a Priority Action Notice in relation to staffing numbers and raised Areas for Improvement in relation to notifying CIW, keeping records and conducting annual appraisals.

Children have many opportunities to make decisions about how they spend their time at the nursery. They can choose what to play with and can make choices throughout their day. For example, children happily choose to return to messy play after playing with building blocks. Children of all ages and stages of development express themselves confidently. They know staff listen to their needs and show an interest in their play. Children's voices are strong at the setting. Their interests are considered when planning future activities. Children are very happy, settled and confident at the setting. They enjoy attending and cope well with separation from their parents/carers and form positive emotional attachments with staff who know them well. We saw younger children readily approach staff for reassurance and cuddles when needed. Children across the setting confidently ask for help and support from staff. They eagerly invite staff into their play and smile happily as they chat to them. Children have a strong sense of belonging and are very familiar with the routines of the setting.

Children interact well with each other and staff. They talk to staff about their play and many children enjoy playing together, for example we saw younger children sitting together to complete jigsaws. Children co-operate well and are actively interested and engaged. They welcomed us warmly and were excited to chat and show their toys. Children are learning to take turns and share resources.

Children are highly motivated and engaged in their play and learning. They enjoy a good range of interesting opportunities. For example, we saw children thoroughly enjoying a messy play activity in the tuff tray, younger children role playing with dolls, and babies listening attentively to stories. There is a good balance between child-led and adult-led activities. Children have many opportunities to initiate their own play.

Most children are developing independence skills appropriate to their age and ability. Older children use the toilet, wash and dry their hands on their own, whilst younger children are supported by staff. People at the setting told us that older children set out bowls and cups and use knives to cut their own fruit during snack time. Children are learning to respect their toys and to keep the environment safe for others, by tidying them away after they use them.

Care and Development

Adequate

Most staff are aware and understand many of the setting's policies to promote children's lifestyles and physical activities, and they implement many/most? policies and procedures effectively. Most staff have completed safeguarding training. However, not all staff are aware of the setting's safeguarding policy and are unable to demonstrate a clear understanding of the setting procedures. The safeguarding policies provided during the inspection are current, accurate and show a clear procedure to follow in the event of a disclosure. Leaders show a sound understanding of their policy, but it is not shared with all staff, which leads to a lack of understanding amongst some staff.

Staff follow hygiene procedures adequately, washing hands before preparing snack and sanitising tables prior to serving food. Staff have completed mandatory training such as first aid and food hygiene. Accident logs are recorded, and copies are given to parents. Medication logs are completed although they do not include time of last dose given prior to child arriving at the setting. Staff ensure children have access to drinking water throughout the day and prioritise daily play outdoors.

Staff are caring and nurturing and know their childcare roles well. They can explain their own responsibilities. They are confident and many work well together to meet the needs of children. Staff interact warmly with children and chat with children, going down to their level. For example, staff interact caringly when helping a child to find their comforter, knowing and appreciating the importance of the item to the child. We heard many staff offering praise and encouragement, and many staff communicate effectively amongst each other in terms of their daily duties. However, there are challenging times at the nursery when there is insufficient staff present to care for the children present. This sometimes results in staff unable to supervise children effectively and manage challenging behaviours. Many staff show enjoyment as they participate in activities with the children. For example, we saw staff sitting with children as they wrapped their dolls in scarves and blankets.

People who run the setting have comprehensive policies in place in relation to the environment and ensure the environment is suitably safe, secure, and well-maintained. The front entrance is always locked, and access is only granted by senior members of staff. Managers regularly review risk assessments for all areas of the setting and any outings undertaken. Safety certificates are up to date including gas boiler service, electrical testing, and fire safety checks. Staff operate fire drills regularly as well as carrying out regular checks of the alarm system. Cleaning materials are stored appropriately in locked cupboards or out of reach of children.

The environment is welcoming and child friendly and there is plenty of space for children to play. The setting is decorated in calming, neutral colours. Staff effectively organise playrooms, promoting all areas of children's development. There is a good range of purposeful resources which are easily accessible to children including real life items, building blocks, multicultural dolls, jigsaws and books. Wall displays celebrate children's artwork and their achievements, which gives them a sense of pride and belonging. People at the setting told us that the children are given regular opportunities to play outdoors. Leaders are continually developing all areas to make them exciting and curious for children.

There is a wide range of equipment available in each room and resources are easily accessible. Children benefit from resources which are appropriate for their age and stage of development and promote their curiosity and discovery. They learn about aspects of diverse cultures such as Chinese New Year and Valentine's Day. The setting has suitable furniture and resources to support children's independence, for example, child sized tables, chairs, and low-level toy storage. There are a suitable number of toilets and nappy changing facilities available, which are clean and fresh. Soap and hand drying facilities are easily accessible to support children's independence when washing their hands.

Leadership and Management

Poor

People who run the setting have an updated statement of purpose in place and policies have been updated in the last year. The setting has experienced significant challenges and changes to staffing. There has been a period of significant instability due to difficulties in recruiting new staff. This has resulted in the setting not being fully compliant with all Regulations and the National Minimum Standards (NMS). The Responsible Individual is passionate about her role and is doing the best she can to ensure children are safe and cared for. She looks after her staff and they speak highly of the support they receive from her.

People who run the setting do not always deploy staff effectively during the day, which results in incorrect staff to child ratio. During the inspection, there was insufficient staff available for the number of children present. This has an impact on staff and children. Agency staff arrived later. We have therefore issued a Priority Action Notice and we expect the provider to take action to address this. Record keeping is not always consistent, and records of children and staff arrival and departure time are not always completed. This is therefore an area for improvement, and we expect the provider to take action.

Staff tell us they are very well supported by the Responsible Individual and have regular one to one informal discussion. They tell us that she is always open and honest with them, and they feel they can share any concerns with her. However, staff have not received appropriate annual appraisals due to other responsibilities taking priority in the current situation. This is therefore an area for improvement, and we expect the provider to take action.

People who run the setting have procedures in place to self-evaluate the service. They have completed a quality-of-care review, and the report details improvements made and considered targets to drive improvement. People who run the setting have plans in place to showcase the service and to allow parents to network together.

People who run the setting generally engage with CIW and notify us of any changes at the setting. However, there has been significant events where we have not been notified. This is therefore an area for improvement, and we expect the provider to take action.

People who run the setting have developed positive relationships with parents and carers. There are effective systems in place to keep parents informed about their child's time at the setting. During the inspection, parents told us that they were extremely happy with the care their children receive at the setting and how well they are progressing. They tell us their children love attending and that staff have time for them to discuss their child. People who run the setting tell us they have a good relationship with the local school and community.

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
27	The Responsible Individual must ensure that there is always sufficient staff present to care for the number of children present.	New

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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30	The Responsible Individual must ensure that children and staff registers are always completed.	New
31	The Responsible Individual must ensure she notifies CIW of all significant events, in a timely manner.	New
29	The Responsible Individual must ensure she conducts annual appraisals with all staff.	New

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)
Standard 20 - Child protection	Ensure all persons looking after children at the setting, including agency staff, are able to confidently implement the child protection policy.
Standard 11 - Medication	Ensure medication logs clearly show time of last dose prior to child's attendance at the setting.

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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