



Inspection Report

Roots and Wings Child Day Care Ltd

**The Old School House
Halkyn Street
Holywell
CH8 7TX**



Date Inspection Completed

27/06/2023

About Roots and Wings Child Day Care Ltd

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Roots and Wings Child Day Care Ltd
Registered places	19
Language of the service	English
Previous Care Inspectorate Wales inspection	31 October 2022
Is this a Flying Start service?	Yes
Does this service provide the Welsh Language active offer?	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.

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Summary

As this was a focused inspection, we have not considered the themes of care and development, environment, and leadership and management in full.

Most children are confident, express themselves well and are happy to attend the setting. They have developed positive bonds of affection with staff and interact well with others. Children access an appropriate range of experiences which help them develop skills.

Staff understand and follow appropriate policies and procedures which promote children's health and safety. They provide nurturing care and are kind. Staff interact well with children and meet their individual needs.

The environment is safe and secure. Leaders ensure unnecessary risks to children are identified and managed appropriately. The environment is stimulating and appeals to children's interests.

The person in charge has addressed all areas of non-compliance identified at the previous inspection. Recruitment systems keep children safe, and staff have developed positive partnerships with parents.

Well-being

Most children are confident and express themselves well. They make choices and decisions about their play and learning, and their feelings are valued. They decide which songs/stories they want to read, and choose whether they want milk or water to drink. Children move around freely, choosing where and what they want to play with. Babies are offered naps when they are tired. Older children's requests are listened to if they choose to relax in the tent, rather than join in with activities.

Children are familiar with the setting's routines, such as lining up to wash their hands before lunch, and having their hands and faces wiped after lunch. They happily enter the building and settle quickly after saying goodbye to their parents/carers. Children engage well with staff, enjoy cuddles and their eyes light up when they see the staff members they know best. The familiarity of routines and the positive bonds of affection help them feel happy, secure, and comfortable.

Children interact well with staff and each other. They are starting to form friendships and say "*high five*" to their friends when they arrive at the setting. Many children are learning to co-operate appropriately for their age and stage of development and with a little help, can share their toys and resources. Children approach staff and involve them in their play. For example, they hold a shell to their ear and say "*the sea is in here and I can hear little waves*" before inviting staff to listen.

Children enjoy their time at the setting and engage appropriately in the activities. Babies enjoy creating butterfly pictures with their footprints. They enjoy watching bubbles float and some excitedly toddle after them to make them pop. Older children concentrate for lengthening periods as they climb the apparatus and enjoy singing songs. Feedback questionnaires from parents, as well as parents spoken to on the day, told us their children love coming to the nursery and enjoy the activities on offer.

Children have an appropriate variety of experiences including freely chosen, self-directed play which helps them develop a range of skills. Some children are confident to try new things. For example, they are willing to taste new foods and gain a sense of pride from their achievements. There are some opportunities to develop children's independence but sometimes too many things are done for the children. For example, babies are not always given enough opportunities to feed themselves, and older children are not given the opportunity to set the table for meal times or pour their own drinks.

Care and Development

As this was a focused inspection, we have not considered this theme in full.

Staff understand and follow appropriate policies and procedures which promote healthy lifestyles and keep children safe. Nutritionally balanced food is offered with milk or water to drink. Outdoor play is promoted daily. Cleaning routines are appropriate with suitable infection control measures in place. Children are encouraged to wash their hands before eating and after using the toilet. Children's noses are mostly wiped in a timely manner. Children's and staff attendance records are completed accurately. Medication records are completed satisfactorily. However, staff do not always record the last dose given by parents.

Staff provide children with a nurturing environment and have appropriate systems in place to meet children's individual needs. Staff are kind and caring. If children become unwell, staff notice this quickly, offer comfort and contact parents/carers swiftly. Staff encourage children to try new foods and those who do not want to eat what is on offer are provided with an alternative. Staff interact appropriately with children. However, staff sometimes miss opportunities at mealtimes, to engage fully with the babies and promote their language development. Staff manage children's sleep routines well, as they are familiar with children's individual sleep patterns. They provide them with a designated sleep room which allows children to sleep comfortably in a peaceful environment. Outdoors, staff have created a new area for non-walking babies. This ensures the younger children have the opportunity to crawl freely and enjoy fresh air, along with the older children. However, we did not see the outdoors being used during our visit.

Environment

As this was a focused inspection, we have not considered this theme in full.

There are suitable measures in place to ensure the building is safe and secure. The main entrance is controlled by staff, and visitors are asked to sign in the visitors' book. This ensures there are no unauthorised people in the building. Leaders ensure unnecessary risks to children have been identified and so far as possible, eliminated. Written risk assessments are detailed. However, the pet rabbit risk assessment does not include all the control measures that are currently being used at the setting.

Since the last inspection, leaders have continued to put careful thought in to creating a well thought-out and attractive environment, with more rooms now being used as the nursery grows. Soft, natural colours help create a peaceful and relaxed atmosphere, and resources follow the curiosity approach. For example, there are lots of natural materials and resources which help children to think of their own ideas and lead their own play.

Leadership and Management

As this was a focused inspection, we have not considered this theme in full.

Since the last inspection, the person in charge has worked hard to address all the areas of non-compliance. She works closely with the deputy person in charge to ensure the setting now operates in line with the regulations and National Minimum Standards. The statement of purpose needed a minor amendment which was addressed and sent to us before the report was written. Policies and procedures are understood and followed. For example, staff follow the Mobile Phone Policy by putting their phone in a box on arrival, which are then only used in the staff room, during staff break times. Leaders engage well with CIW and send regular updates regarding significant events at the setting.

Leaders ensure staff are deployed appropriately, which helps children receive continuity of care. Safe recruitment systems are appropriately followed with all required information gathered before staff begin working at the setting. There are a sufficient number of staff employed with appropriate skills to meet the needs of the children. Staff supervision is carried out which encourages staff to be reflective about their practice. However, some staff receive supervision more often than others, and supervision discussions are not always written down.

Leaders have developed positive partnerships with parents. They keep parents well informed about their child's day, through regular photographs on the setting's online platform, as well as daily verbal feedback at collection time. Parents told us they enjoy receiving photographs of their children whilst they are in work, their children love attending and the staff look after their children well.

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
20	The registered person did not make proper provision for the care and education of the children, at all times.	Achieved
25	The registered person had not ensured that unnecessary risks to the health and safety of the children were identified and so far as possible eliminated.	Achieved
28	The registered person has failed to carry out the necessary suitability checks to ensure people employed at the setting have the appropriate skills and are suitable to work with children.	Achieved

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
31	The registered person did not notify us of a number of significant events.	Achieved
30	The registered person did not maintain accurate attendance and medication records.	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)
Standard 11 - Medication	When completing medication records, ensure staff establish and log the time parents/carers administered the last dose.

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)
Provide more opportunities for babies to feed themselves and ensure staff consistently engage with babies during meal times to promote language development.
To ensure all control measures, in relation to the pet rabbit, are included in the risk

assessment.

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