



Inspection Report

Palm Tree Nursery (Cardiff) Ltd

**290 Cowbridge Road East
Cardiff
CF5 1HB**



Date Inspection Completed

23/10/2023

About Palm Tree Nursery (Cardiff) Ltd

| | |
|---|---|
| Type of care provided | Children's Day Care Full Day Care |
| Registered Provider | Palm Tree Nursery (Cardiff) Ltd |
| Registered places | 40 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | First inspection since registration |
| Is this a Flying Start service? | 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. |

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

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

Summary

Children are happy and settled. They have good opportunities for play and learning within a nurturing, caring setting. They have opportunities to develop their skills through a range of good quality experiences and play. Children form close bonds with each other and staff.

Staff keep children safe. They are professional and work well together. Staff are enthusiastic and interact kindly and positively with children. They plan a variety of activities, which include children's interests. They supervise children effectively and implement suitable procedures to ensure children are appropriately safeguarded.

The environment is welcoming and well maintained. It is well organised, and children can access resources independently. Risk assessments are in place and identify any potential risks to children, staff, and visitors. There is a good variety of toys and resources to promote children's all-round development.

Overall, leadership and management of the setting is effective. There is a strong staff team who are supported by leaders. During the inspection, we identified an area for improvement with regards to notifying CIW of any notifiable events.

Well-being

Good

Children have choices and opportunities to make decisions about how they spend their time at the setting. They choose from a variety of enjoyable activities. We saw children enjoy their water play and role play in the 'shop'. Children communicate their thoughts and ideas, as they know staff will listen and show interest. For example, toddlers enthusiastically decided which songs to sing before lunchtime.

Children are happy and feel valued at the setting. They enjoy being in the company of other children and form friendships that help them feel content. Children know the staff and routines well, giving them a sense of belonging. They receive encouragement and praise from staff when learning new skills, which gives them the confidence to play and learn. For example, when a young child is following instruction to put play food in a bag, a member of staff said, "*well done, that's really good of you*", to which the child smiled.

Children are beginning to form friendships in line with their age and stage of development. They play happily alongside each other or together. Children welcomed us warmly and were excited to show us their toys. Children learn to respect each other and the resources, learning to share and use equipment appropriately.

Children enjoy their play and learning. They benefit from a good variety of age appropriate play and learning resources in each room. Children are motivated to follow their own interests and sustain their play for periods suitable to their age and stage of development. We saw one child engaged in water play, making Halloween potions alongside a member of staff. As the play developed, plenty of laughter and giggles clearly showed their enjoyment.

Children develop a range of skills as they play. They have some opportunities to become independent. Young children are encouraged to feed themselves, with staff offering support where needed while older children pour their own drinks.

Care and Development

Adequate

Staff have a sound understanding of their roles and responsibilities to keep children safe and healthy. They receive regular safeguarding training and staff we spoke to were confident in discussing what they would do if they had concerns about a child. Staff implement the setting's policies and procedures. However, some policies and procedures require updating to reflect current guidance. In particular, the safeguarding, additional learning needs and medication policies. A range of healthy meals are on offer and drinking water is always available. Information relating to children's allergies and medical conditions is accessible to all staff, with systems in place to ensure children's dietary requirements are safely met. Staff record accidents, incidents and existing injuries and share this information with parents. The person in charge (PiC) audits these records to identify any trends or patterns. Regular fire drill practices ensure staff and children are aware of how to leave the building safely.

Staff are kind and caring towards the children. They are responsive and nurturing, which means children approach them with ease. Staff work well together to support and promote children's social behaviour, being mindful of their age and stage of development. There is a comprehensive behaviour management policy, promoting positive strategies. We saw staff implement this policy during the inspection. We heard them reminding children "*kind hands to our friends*" when two children had a disagreement over a toy. In addition, staff work with outside agencies to seek support to meet individual children's needs.

Staff support children's learning and development competently. They observe children's play and learning to track their progress. This informs the planning of future activities to promote children's next steps in learning and development. Parents are regularly updated about their children's progress and development. Staff naturally promote children's learning as they play. However, we heard limited use of incidental Welsh language throughout the setting.

Environment

Good

The environment is safe and well maintained. The entrance is secure; locked doors ensure access is granted by members of staff. Risk assessments are in place and are regularly reviewed which ensures that children, staff, and visitors are safe. Staff complete daily safety checks of the indoor and outdoor environments to identify and eliminate any risks to children's safety. Registers of staff and children's arrival and departure at the setting are complete, with times of arrival and departure recorded. Safety certificates are up to date including gas boiler service, electrical testing, and fire safety checks.

The environment is welcoming and child friendly. Playrooms are organised to promote all areas of children's development, with a sufficient range of resources, including multicultural resources, books and sand and water play. Wall displays include the children's artwork, which celebrates their achievements, giving them a sense of pride and belonging. The outdoor area is accessible to the children, with large resources suitably stored away. Due to the bad weather, we did not see any outside play during the inspection.

Cleaning schedules are in place to ensure the environment is hygienic and clean. However, not all bins within the setting had lids to avoid risk of cross-contamination. The setting has suitable furniture and resources to support children's independence. For example, child sized tables, chairs, low level toys storage and individual coat pegs for their belongings. There are a suitable number of children's toilets and nappy changing facilities available, which are clean and fresh.

Leadership and Management

Adequate

People who run the setting are skilled and experienced. There is a vision for the future of the settings and leaders are committed to making improvements to provide children with the best possible provision. There is a clear and up to date statement of purpose which enables parents and carers to make an informed choice if the setting is right for their child.

The setting opened in April 2023, and therefore have not yet completed a quality of care report to reflect on their previous year in operation. Following a conversation with people who run the setting, there are plans in place to ensure preparation is done in the coming months to self evaluate the service offered in readiness for April 2024.

Staff files are up to date and people who run the setting undertake all relevant checks to ensure staff are suitable to work with children. Staff we spoke to told us how happy and supported they felt. There is a clear system in place to ensure that staff's Disclosure and Barring Service checks (DBS) are current. All staff have up to date mandatory training and there are opportunities for staff to receive additional training as required. There are systems in place to ensure staff receive regular supervisions and appraisals.

People who run the setting understand their responsibilities with regards to keeping Care Inspectorate Wales (CIW) up to date with any notifiable events. However, during the inspection we found that new staff members had begun employment, CIW had not been notified of staff changes. We also found that a safeguarding referral had been made by the setting, but CIW had not been notified of this. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

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 |
|------------|---------|--------|
|------------|---------|--------|

| | | |
|----|---|-----|
| 31 | Ensure CIW are informed of any safeguarding referrals made and any staff changes. | 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 24 - Safety | Ensure bins throughout the nursery have lids to avoid potential health and safety risks. |

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) |
| Increase the use of incidental Welsh throughout the nursery. |
| Update policies and procedures to reflect current guidance. |

| 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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Date Published 21/11/2023