



Inspection Report

Playbox Nursery (Bronwydd Avenue)

**22 Bronwydd Avenue
Cyncoed
Cardiff
CF23 5JP**



Date Inspection Completed

30/08/2021

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About Playbox Nursery (Bronwydd Avenue)

Type of care provided	Children's Day Care Full Day Care
Registered Person	David Miller Marie Miller
Registered places	40
Language of the service	English
Previous Care Inspectorate Wales inspection	11 October 2018
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh Language. It does not anticipate, identify or meet the Welsh language needs of children who use, or intend to use the service. We recommend that the service provider considers the Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh Language in social care.'

Summary

This is an inspection undertaken during the Covid19 pandemic. We have therefore focused on the priority areas for this setting and not the full quality framework.

Children are happy and settle well at the service. They have very good relationships with staff and are confident to approach them. Children have opportunities to develop independence and skills appropriate to their age and stage of development. They are able to follow their interests and lead their own learning. Children develop friendships and play happily alongside or with each other.

Staff are appropriately qualified, conscientious and take their responsibilities seriously. They have good understanding of how to keep children safe and healthy. Staff have implemented new policies and procedures in response to Covid19 effectively. They plan interesting and stimulating topics and allow children to follow their own direction by adapting activities to follow the children's interests. Staff keep effective records of children's progress.

The environment is clean and generally well resourced. Staff follow procedures to ensure the environment is safe and suitable, completing risk assessments and daily checks. The outdoor play space is a particular strength. This offers children an exciting and stimulating area in which to play and be physically active. Some areas of the nursery need improvement, particularly the toilets, nappy changing facilities and the sleep space for younger children.

Leaders have a clear vision for the service, which they share with staff. Clear policies and procedures support staff in their roles. Staff feel well supported and enjoy their work. They receive good development opportunities to keep their skills and knowledge up to date. Recruitment procedures for new staff are robust and there is a formal induction process. Leaders fully engage with the inspection process and are open to recommendations.

Well-being

Children are happy and settle well at the service. They have warm relationships with staff who know them well. Children are confident to approach staff because they know they have a voice and all attempts at communication are valued. They are encouraged to voice their preferences. For example, we heard a member of staff ask a younger child if they were ready to have their nappy changed and respected their choice when they said no. Children choose their activities freely and know they will receive help or support if they ask. They are familiar with the daily routines and know what to expect during the sessions.

Children are happy, safe and valued. They are beginning to develop friendships in line with their age and stage of development and have clear bonds of affection with staff who understand their needs and provide consistent care. Children develop a sense of belonging because they see their work displayed and receive lots of praise.

Children are resilient and persevere to complete tasks and activities. We observed children totally engaged in outdoor role-play activities for an extended time. Children interact well. They are beginning to share and are helpful to each other. For example, passing each other different coloured crayons. They are learning to manage their own behaviour and understand the expectations. Children are inquisitive and keen to show their work to adults. They talk confidently about the tasks they are engaged in. For example, one child spoke to us about the colours they were using in their picture.

Most children are developing independence skills appropriate to their age and ability. They wash their hands as needed and understand the routine of tidying when activities change. During snack and lunch times, most children feed themselves with minimal support from care staff. We observed children pouring their own drinks and using age appropriate cutlery. Older children mostly visit the toilet without support and find their own belongings as needed. Children access resources independently and are able to lead their own learning.

Care and Development

Staff are effective in keeping children safe and healthy. There are clear safeguarding procedures in place, which promote the welfare of children. Staff understand their responsibility to be vigilant and are clear about the processes to follow to deal with any concerns. Staff receive regular safeguarding training and keep up to date with all relevant information. Regular fire drill practices ensure staff and children are aware of how to leave the building safely and these are planned and recorded appropriately. Staff record accidents and incidents. Parents sign records and the manager regularly reviews them to identify trends and patterns. Staff administer medication safely and keep appropriate records. Staff provide children with healthy and nutritious snacks throughout the day and have good knowledge of allergens and preferences. They provide children with plenty of opportunities for outdoor play and physical activity. Staff supervise children well and communicate effectively.

Staff interact in a kind and caring manner with the children and work consistently in line with the behaviour management policy. They are consistent in their approach and mindful of children's age and stage of development. We heard lots of praise for positive behaviour. Children respond well to requests from staff and are keen to please. Staff use positive language such as 'kind hands' to manage behaviour. For example, we heard a member of staff give the gentle reminder of *"That's fine but be careful not to hurt our friends"*. Staff act as good role models, treating children and each other with respect.

Staff support children's learning and development effectively. They provide a relaxed and nurturing environment where children are confident to learn. Staff use incidental Welsh throughout the day. Key workers provide consistent care and undertake regular observations of children's progress. Staff plan interesting and stimulating topics, which allow children to develop age appropriate skills and achieve their next steps in learning. There is a strong emphasis on child led planning. Staff plan activities that they think will interest the children but allow children to lead their own learning by adapting the activities as they go along to follow the children's lead. All children have learning journey books, which are a lovely record of their time spent at the setting. These include photographs of activities and examples of children's work to demonstrate skills achieved.

Environment

People who run the service ensure the environment is safe and secure. Staff complete daily safety checks to identify and eliminate any risks to children's safety. There are rigorous risk assessments in place for all areas of the setting, which include fire safety, Covid 19 and all children's activities. The person in charge reviews and updates these at regular intervals. People who run the service keep records of all visitors to the setting although during the Covid 19 pandemic non-essential visitors do not enter the building. Essential visitors undertake a specific risk assessment prior to entering. Registers record the times children arrive and leave the premises. Parents / carers collect children from the door and do not enter the building. Records show most regular and routine maintenance checks for the building and appliances are in place. We noted that the electrical safety certificate, which should be completed every five years, was slightly overdue. People who run the service arranged for this to be carried out before the end of the inspection process.

Children do not have free flow access to outside but it is very well utilised. Arranged over two levels, the outdoor play space is a particular strength and allows children excellent opportunities to be physically active. They are able to take appropriate risks in a safe environment, making use of ride on toys on the patio area and a large open space with trees, bushes and lawns. There is plenty of shade available during particularly warm weather.

Resources and furniture are of good quality and generally appropriate for the age range of the children. Rooms are generally well maintained and clean. However, some areas are in need of redecoration. The toilet and nappy changing area are particularly dated and in need of refurbishment. One room, previously used for older children, is now used to accommodate babies. Whilst the people who run the service have adapted this to provide an area for two cots, we noted that this was cramped and not particularly appealing. This room also contains a built in 'tree house' with stairs to an upper level. People who run the service have made this safe by blocking access to the upper level. However, this resource is not appropriate for the age range of the children currently using the room. We noted that toddlers were asleep in a conservatory, which also contains the office space. We discussed this with the person in charge, as it was very bright and did not provide a comfortable area for children to sleep. People who run the service reviewed sleeping arrangements immediately.

Leadership and Management

People who run the service are skilled and experienced and manage the service effectively. They have a clear vision for the service, which they share with staff. There is a clear statement of purpose, which provides an accurate picture of how the service runs, allowing parents to make an informed decision about the suitability for their child. The two persons in charge, who run the service on a day-to-day basis, are highly qualified and experienced. They work closely together and with the Responsible Individuals who have an active role within the service. Clear policies and procedures are in place, supporting staff in their roles. These are consistently implemented. Leaders have high expectations of staff and challenge them to do their best. Leaders fully engage in the inspection process and are open to recommendations.

Leaders undertake an annual review of the service and produce a detailed quality of care report. This is informed by questionnaires sent out to gather feedback from parents, visitors and staff. They identify strengths of the service and areas for improvement. There is a complaints policy in place and leaders deal with any complaints appropriately.

Leaders manage staff well. Recruitment procedures are robust, ensuring that new staff are suitable to work with children. New staff have a detailed induction program to introduce them to the service. They have clear roles and responsibilities detailed in job descriptions and contracts. Records show that staffing ratios consistently meet the requirements of the National Minimum Standards. All staff and the Persons in Charge have regular supervision and an annual appraisal with the Responsible individuals. Leaders provide staff with good opportunities for continuous professional development. All mandatory training such as paediatric first aid, safeguarding and food hygiene is updated regularly and staff told us that they are able to choose training that interests them. Staff speak highly of the support they receive from the people who run the service and are confident to approach them with any issues.

Leaders have developed effective partnerships with parents and other agencies. They keep parents well informed of their children's progress and provide a detailed record of their time at the service when children leave. We saw that advice from other agencies such as speech and language is taken into consideration when planning to meet children's needs.

Recommendations to meet with the National Minimum Standards

R1. Update the toilet and nappy changing facilities, giving consideration to privacy and dignity when changing nappies of younger children.

R2. Consider arrangements for sleeping babies.

R3. Remove equipment / furniture that is not age appropriate from the baby room.

Areas for improvement and action at, or since, the previous inspection. Achieved

Failure to notify of a significant event	Regulation 31 (1) Sch4.08
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Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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