



Inspection Report

Teddy Bear Nursery

**University Hospital of Wales Healthcare NHS Trust
Hr Directorate, Lakeside, Heath Park
Heath
Cardiff
CF14 4XW**



Date Inspection Completed

05/07/2022

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About Teddy Bear Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Cardiff University Local Health Board
Registered places	60
Language of the service	English
Previous Care Inspectorate Wales inspection	19 November 2018
Is this a Flying Start service?	
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

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

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

Summary

Children are very happy and enjoy attending the setting. They feel safe and secure in the care of staff. Children have very good opportunities for play and learning and develop their independence through a range of quality experiences and play.

Staff are professional, well qualified and passionate about their roles. They implement the setting's policies and procedures effectively. Staff are patient, kind and caring. They support children's learning and development through a wide range of planned activities led by children's interests and developmental needs. Staff keep effective records of children's progress.

Children benefit from an exceptional environment. It is secure, clean, and welcoming. An extensive range of toys and equipment both indoors and outdoors promote children's play very well. Staff follow procedures to ensure the environment is safe, completing risk assessments and daily checks consistently.

Leadership and management of the service is strong. The management team has a clear vision for the service and shares this with staff. Managers support staff well, providing good development opportunities to keep their skills and knowledge up to date. Formal supervision and appraisals are also undertaken regularly. There are good policies, procedures and records in place.

Children are confident and their voice comes through strongly in the provision. Children move freely between a selection of good quality activities, both indoors and outside. Many children chose to play outside during our visit as the weather was warm, making direct choices about what they wanted to do. Children join in enthusiastically with activities and are confident to express their opinions. We saw lots of lovely conversations going on between children and staff; it is clear children know their communication is valued. Children's voice also strongly influences the activities that staff make available for them, based on their observed interests and abilities.

Children feel safe, happy and valued at the setting. They develop warm relationships with other children and staff. Children approach care staff spontaneously to seek reassurance or support and enjoy receiving praise and recognition for their efforts. Children can see their work displayed and celebrated around the rooms and this helps to develop self-esteem and a sense of belonging. We saw children laughing and smiling as staff joined in with their play. They particularly enjoyed the imaginative roleplay available, as well as free painting.

Children co-operate, take turns and share, and their behaviour is becoming guided by their sensitivity to the emotions of others. They demonstrate a good understanding of what is expected of them whilst they are at the setting. Children are generally well behaved and play co-operatively with their peers. For example, children worked out between themselves a story they would play out when burying small world animals in a sand pit and then 'searching' for them. Their interactions with staff also show that they respect the staff and they respond well to their requests and any guidance on their behaviour. Children have developed a strong sense of right and wrong and are, in the main, self-disciplined.

Children are interested and excited in the play-based activities in which they engage. They are all active and curious. They are happy and confident to move between activities freely, but also sustain interest in activities of their choosing as well. We saw the pre-school group exceptionally well engaged in self-directed play. Many engaged in roleplay with their friends, talking about the stories they are playing out and negotiating their play. Children benefit from a good balance of organised and free-choice play activities. All children we spoke to told us they enjoyed their time at the setting.

Children have suitable independence in the service. They can access most of the stored resources so they can extend and develop their play themselves. They have lots of opportunities to play both indoors and outdoors. We saw children happily playing independently of staff, who allowed them the space to explore and progress their own play. Children also benefit from well-considered activities through which they can practise a wide range of developmental skills.

Care and Development

Good

Staff are very effective in their roles. They are clear about their responsibilities and they have good knowledge of how to keep children safe and healthy. Staff know how to raise safeguarding concerns. They speak confidently about safeguarding procedures and know that managers will be responsive to any concerns they raise. There are procedures for recording the administering of medication, accidents, incidents and existing injuries. Staff practise fire drills with the children which are suitably recorded. Meals provided are healthy and nutritious. Staff provide lots of access to physical exercise through largely free-flow arrangements for indoor-outdoor play. Children benefit from a very stable staff team who work well together, and it is evident that all staff are strongly committed to the ongoing improvement of the setting.

Staff set realistic boundaries, are good role models and use a consistent approach to managing behaviour, taking into account children's age and understanding. They take a positive approach to the guiding of behaviour. They are proactive in praising the children when they behave well, thereby reinforcing this good behaviour. They are also very encouraging when the children make a good effort and praise this. It was evident from our observations that the children responded well to this praise and encouragement. No significant issues of behaviour management occurred during the inspection, largely thanks to the positive approach taken.

Staff provide a nurturing and caring environment in which children's play and well-being are well promoted. All staff have a relaxed, happy and caring nature when interacting with the children. They speak with the children in a consistently calm and reassuring manner, and this helps to ensure that the play environment is calm and pleasant. Staff support children's learning and development effectively. They regularly 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. Staff plan a selection of activities for the areas of nursery which are set up as continuous play provision. Children are able to access these as they wish and develop and extend their play over their time at the setting, following their own interests.

Environment**Excellent**

The environment is safe and very well maintained. The entrance is secure; locked doors ensure only authorised access. Staff are vigilant and supervise children closely at all times. Staff complete daily safety checks to identify and, where possible, eliminate any risks to children's safety. Registers record the times children arrive at and leave the premises. Managers keep records of all visitors to the setting. There are rigorous risk assessments in place for all areas of the setting, and they are displayed in relevant areas so that staff can reference them when needed. Records show all regular and routine maintenance checks for the building and appliances are in place.

The premises provide an exceptionally rich and stimulating environment for children to play and learn. It is well maintained and in good decorative order. The setting has undergone significant refurbishment since the last inspection, which has impacted positively on children's experiences. Flooring, which had previously been damaged, has been replaced. A new roof has been installed. A more secure and robust fence has been installed for the baby garden. Large sunshades have been installed in the gardens to allow children to make full use of the outdoors on hot days. All gardens have been refurbished with additional resources, all of which have really enhanced the play and learning opportunities in these spaces. Managers told us that they have been conscious to create a calm and more neutral environment through the renovations, which we could see had been very successful.

There is a wide range of exceptionally good quality resources available to children, and the layout promotes children's independence around their play space. Since the last inspection, the way in which staff organise the play spaces has changed entirely. They have implemented 'areas of nursery' which are resourced to a very high level at all times, allowing for continuous provision of play for the children. This new approach has been embedded extremely well over several years and we saw that children's play and enjoyment have been significantly enhanced by this. There are ample resources available for children to have very good variety and choice. Resources are stored at low level, allowing children to choose what they want to play with. Furniture is of suitable size and design for the age range of the children, and of a very good quality. Through furniture, furnishing and resources, the inclusion of real life resources and natural materials has been a high priority.

Leadership and Management

Good

Managers are skilled and experienced and, overall, manage the service to a high standard. There is a clear vision for the setting, reflected in the statement of purpose. There are clear policies and procedures, and staff work consistently in line with these to support the smooth running of the setting. Operational records contain the necessary information. Managers employ an appropriate number of suitably qualified and experienced staff to care for the children. Managers have high expectations of staff and support and challenge them to do their best.

Children and parents benefit from a service which is strongly committed to improving outcomes for children and delivering high quality care. There is a comprehensive quality of care report detailing what the setting does well and an action plan of what they want to improve. Managers undertake this review annually as required, and take into account the views of children, parents, staff and outside agencies such as local authority advisory staff. A significant programme of renovation has been undertaken since the last inspection, which improves children's experiences. Action has also been taken on CIW's previous inspection recommendations.

Managers are effective in overseeing staff, their time and prioritising activities responsively to ensure that children's needs are met in a timely manner. We observed staff to be well organised and we saw that this allowed them to remain calm whilst delivering care. This calm and relaxed care environment has a positive impact on the children's mood and their interactions. Staff confirmed they enjoy working at the setting. They feel supported, knowing they can approach the people who run the service for help or support if needed. All staff benefit from regular supervision and appraisal meetings to reflect on their practice. Robust recruitment procedures ensure that suitable staff are employed to work with children.

Parents have all the information they need to make an informed choice about using this setting. Staff and managers told us that they value highly the relationships with parents and are keen to ensure that parents feel they can approach them at any time. Child record forms are completed to ensure staff have the information necessary to be able to provide good quality care to the children, their needs are met and they are happy at the setting. Staff and managers all told us that ensuring strong relationships with parents had been challenging during the Covid-19 pandemic, due to distancing and them not being able to come inside the nursery. Managers have adapted practice to try to minimise that, taking information and resources outside for parents to continue to access. Managers expressed they will be delighted when they can invite parents back into the setting shortly.

Recommendations to meet with the National Minimum Standards

R1. Update the complaints policy to name the 'senior staff member' responsible for resolution, include dealing with complaints subject to concurrent consideration, and include complaints made about senior staff.

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
N/A	No non-compliance of this type was identified at this inspection	N/A

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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