



## Inspection Report

**Kites Nursery Newport**

**3 Queens Hill Crescent  
Newport  
NP20 5HH**



**Date Inspection Completed**

13/02/2024

**Welsh Government © Crown copyright 2024.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)  
You must reproduce our material accurately and not use it in a misleading context.*

## About Kites Nursery Newport

Type of care provided	Children's Day Care Full Day Care
Registered Person	Michael Whelan Catherine Whelan
Registered places	82
Language of the service	English
Previous Care Inspectorate Wales inspection	05 February 2019
Is this a Flying Start service?	Yes
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><a href="#">Well-being</a></u>	<b>Good</b>
<u><a href="#">Care and Development</a></u>	<b>Good</b>
<u><a href="#">Environment</a></u>	<b>Adequate</b>
<u><a href="#">Leadership and Management</a></u>	<b>Adequate</b>

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

### **Summary**

Children have lots of opportunities to confidently express themselves at the service. They know staff will respond to their needs, preferences, and feelings and this gives them the reassurances they need to build good relationships with the staff and peers. They have good opportunities to develop their independence skills and follow their own interests.

Staff ensure children are safe and healthy. They are caring and responsive to children's needs and create a positive ethos whereby children feel valued. They act as good role models and encourage positive behaviour so that children learn to interact well and play happily together.

The environment is safe and secure. Maintenance issues are responded to very promptly and leaders ensure any emerging risks are minimised. Play is child led and the learning environment provides a good range of resources and equipment to promote children's developmental skills. Resources and equipment are suitable for children's needs and enable them to play, explore and learn.

Leaders are motivated and committed to operate a service which provides good quality care to children. There are a good range of effective policies and procedures in place. However, the current management structure has been disrupted in recent months, and whilst this has now stabilised, it has impacted upon some record keeping and general oversight of the service. Staff report feeling well supported. Parents we spoke with were very satisfied with the care their children receive.

Children are confident to express themselves and make their needs and feelings known. They have good opportunities to make choices and decisions about what affects them and which resources they would like to use. They move freely between different activities and choose whether to join in any adult led activities.

Children are settled and happy. They are learning to form positive relationships with the staff and their peers. Children seek comfort and reassurance from staff if they are upset, knowing they will receive the attention they need. For example, when a child became upset during snack time the staff member spoke gently with them and listened to the child's reasoning. Soon the child was reassured and very happily offered to take the milk jug to his friends on another table. Another child was excited to see a picture of her family on the family tree, stating, with a big smile, "*Look it's me!*"

Interactions between the children and staff are consistently good. The children co-operate well for their age and are actively interested and engaged in the play opportunities available to them. Children have a sense of belonging and are beginning to form friendships with each other. They are learning to share the resources when playing together and are learning to listen and follow instructions. For example, children line up nicely when moving from one room to another and celebrate one another's achievements proclaiming "*We can spread the butter!*" after accomplishing the task.

Children are motivated and engaged in their play and learning. They confidently participate in directed and self-directed activities. During a circle time, children listened attentively to their chosen story, asking questions as the staff read it to them. After the story one child exclaimed "*I loved that story. I felt it in my head!*" Younger children happily sang to themselves as they played inside a toy car and are clearly comfortable in their surroundings.

Children have lots of opportunities to develop their skills and independence in line with their age and stage of development. This enables them to do most things for themselves successfully, for example, older children self-serve at mealtimes, wash their hands, hang up their coats and access toys. Older children are learning to become independent when using the toilet, which helps prepare them for school. Younger children make good attempts at feeding themselves. Children gain a sense of achievement from what they do and are proud of themselves.

## Care and Development

Good

Staff understand their responsibilities to keep children safe and healthy and implement the settings procedures effectively. Most staff know the safeguarding procedures well and what their responsibilities are in reporting any child protection concerns they may identify. They are proactive in promoting children's health, hygiene and encouraging children to develop healthy lifestyle habits. During snack staff spoke about healthy foods with the children and encouraged children to drink water or milk. Staff understand the allergy procedures and know children's specific dietary needs. They have clear sleep procedures to supervise and check on sleeping children which the staff implement extremely well. They complete accident and incident procedures and the subsequent record keeping is maintained appropriately. Staff undertake cleaning and hygiene procedures and encourage children to wash their hands regularly. Daily checks are in place which show staff consider risks and minimise them where possible. The medication forms were amended during the inspection to record when parents last administered medications, and staff know and implement the administration of medications procedure. They record the accurate arrival and departure times of children and visitors on the appropriate registers so that it is clear which staff have responsibility for which children.

The staff manage interactions successfully. They follow the behaviour management policy, managing children's behaviour well through positive reinforcement and praise. They are positive role models, treating children with kindness and care. They praise children for their efforts and accomplishments which promotes their confidence and self-esteem, *"Good job! Di lawn!"* They encourage the children to say *"Please"* and *"Thank you"* and engage with them in a warm and nurturing way. They encourage children to wait their turn and to be kind to their friends.

Staff support children's learning effectively by planning appropriate activities for them. They assess children's progress frequently and monitor their learning and development through using appropriate records. They use mind maps to capture the children's voice. These help them set up the environment so children can follow their interests, choosing where they want to play and what they want to play with. Staff encourage Welsh through its incidental use during songs and greetings. Staff recognises the importance children's physical development through being outdoors, and regularly take the children into the outdoor play area. An additional learning needs co-ordinator has been identified and trained, so that they can appropriately support staff when children may be presenting with any emerging additional needs.

**Environment****Adequate**

The environment is suitable to meet the needs of the children attending. Safety procedures ensure the building is locked and that visitors sign in and are accounted for. Effective building maintenance checks ensure a safe environment for children and any maintenance requirements are addressed promptly. There is a fire evacuation plan and practice fire drills are completed so that everyone knows what to do to evacuate the building quickly and safely. However, these have not been undertaken as regularly as required as it had been over six months since the last drill. This has been corrected since the inspection. Leaders are continuing to review risk assessments to ensure that they are appropriate, and daily visual checks by staff help identify any emerging risks.

Staff organise areas so that they appropriately support children's play, learning and development. Furniture is child sized, sturdy and promotes children's independence. Children access toilet facilities easily, sleep rooms are clean and organised, with plans for further improvements so that the baby sleep room can be directly accessed from their base room. Children's hand washing facilities are easily accessible within each base room. Children benefit from areas that are well resourced and organised and where they can relax and undertake quieter activities, such as looking at books and listening to stories. The outside area is secure, spacious, and stimulating for the children. It has equipment to promote children's physical activity and development. Leaders told us that they have plans to further develop the outside area, for example, so that children can do more planting.

The furniture, equipment and toys are suitable and appropriate for children. There is a good selection of multi-cultural toys and books available for the children to use. This helps to reflect the wider society in which we live and promotes diversity and equality. Furniture is appropriate for the age of the children and of good quality. Daily checks ensure that equipment is in good working order, and we were told that any broken toys are removed immediately. Toys are checked to ensure they met British safety standards. There are regular cleaning procedures to ensure good hygiene standards.

## Leadership and Management

Adequate

Leadership of the service has been inconsistent due to some movement within the management structure. This has now stabilised, there is a defined management structure and leaders are motivated and confident in their ability to improve and maintain a good oversight of the service. Whilst managers ensure policies, procedures and much of the daily record-keeping documentation is kept to an appropriate standard, other paperwork is not as thorough. They had started auditing some records and were able to identify and discuss with us areas they need to improve and how they intend to do this. For example, improvements to, and completion of, medication records. They had not submitted some notifications to CIW, but ensured they were submitted soon after inspection. Managers follow safeguarding procedures to protect children and work with outside agencies, but they have not recorded their actions and involvements within their own safeguarding log.

Leaders review the service annually. They complete a quality of care report and meaningfully consult with parents, staff and children. Parents we spoke with were extremely positive about the service. They felt leaders had made great efforts to meet the needs of their children and one parent was able to explain how certain procedures had been modified to meet their child's needs and further improve childrens safety and experience at the service. As a result they reported that their child was settled and happy to attend.

Leaders effectively managing their staff throughout the day, maintaining correct staffing ratios and deploying staff to ensure that suitably qualified staff are available to fully meet the needs of the children. They follow safe recruitment procedures and evidence this within their staff files. All staff have a current Disclosure and Barring Safety check and most are on the update service, although a procedure to check these annually was only just being implemented. The staff matrix indicates that most staff hold a level 3 child care qualification and most are paediatric first aid trained. Leaders complete induction, supervision, and appraisal for staff. However, most safeguarding and some food safety renewals are overdue. Leaders explained they were having problems accessing courses for their staff but had identified these needs. Staff report they feel well supported managers and the Registered Person and enjoy working at the nursery.

Staff are aware of the need to keep parents informed and to build good communication with them. Parents we spoke with expressed high levels of satisfaction with the nursery and the communication with staff. They told us their children were very happy and settled at the nursery. Leaders have worked co-operatively and transparently with CIW throughout the inspection process.



### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
20 (1) (a)	Safeguarding and promotion of welfare.	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 24 - Safety	Ensure fire drills are carried out and recorded at least every 6 months, recognising that children benefit from more frequent practice.
Standard 20 - Child protection	Ensure there is a clear, confidential system to record all safeguarding referrals made to the local authority, and that these records are completed promptly.

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)
Continue to audit records and date any reviewed policies and procedures to ensure good oversight and monitoring of the service.

Ratings	What the ratings mean
<b>Excellent</b>	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.
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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.

### Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

**Date Published** 22/03/2024