



## Inspection Report

**The Baby Bug Day Nursery**

**42A Gorwydd Road**

**Gowerton**

**Swansea**

**SA4 3AQ**



**Date Inspection Completed**

30/03/2022

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## About The Baby Bug Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Person	Sara Sedgwick
Registered places	20
Language of the service	English
Previous Care Inspectorate Wales inspection	
Is this a Flying Start service?	<a href="#">Manual Insert</a> No
Does this service provide the Welsh Language active offer?	No. 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 people /children who use, or intend to use their service.

## Summary

This was a focused inspection to consider whether the registered person is compliant with priority action notices and areas for improvement issued or re-issued at the last inspection. We have not considered all themes in full.

Overall, children are settled and happy at this nursery. Care staff promote children's well-being, care and development; although this is inconsistent across the nursery as planning and activities in the baby room do not always take account of the needs of individual children.

The registered person generally provides a suitably clean and well-maintained environment. The resources and facilities are adequate in rooms for older children. However, resources and facilities in the baby room do not ensure play opportunities are consistent and age appropriate. Overall, the environment is safe. However, the registered person does not always sufficiently consider the appropriateness and safety of some resources.

We, Care Inspectorate Wales, (CIW) have significant and long-standing concerns about the ineffective management of this service. The registered person responds and takes action following inspection but does not always fully consider recommendations made, nor do they recognise and address all non-compliance and good practice issues independently. They have taken some action to comply with regulations and national minimum standards over time, but they fail to sustain overall compliance consistently.

During our last inspection, we found that the registered person remained non-compliant in a number of areas for which CIW had previously issued priority action notices or areas for improvement. CIW also identified two new areas for improvement. During this inspection, we found that the registered person has made some improvements. They are now compliant with one priority action notice and two areas for improvement. However, they remain non-compliant in relation to two priority action notices. We did not test one area for improvement as it is still within permitted time scales. Additionally we issued a further priority action notice in relation to hazards and safety and identified areas for improvement in relation to care and education of relevant children and appropriate supervision and appraisal meetings for care staff. Details are summarised at the end of the report.

## Well-being

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

Most children are able to make decisions and choices in their play. However, children in the baby room have limited access to toys and resources. Despite a recommendation at the last inspection, we did not see a significant difference in provision in the baby room. Resources available during this inspection visit were, in the main, suitable for younger babies, although there is now a small table and two chairs in one corner of the room and care staff provided a tea set for older children to play with. There were very few resources to interest or challenge older babies. The registered person told us they have other resources but care staff did not make these available. The registered person also told us that care staff often take older babies to play in the room for two to three year old children but they did not do this during the inspection visit. The registered person does not ensure that care staff always consider or respond to the developmental needs of all children attending each day. This has an impact on the daily experiences and well-being of some children. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

Overall, children are happy, settled and relaxed at the nursery; including children relatively new to the nursery. They make positive bonds with care staff and each other. For example, one child told us another child was their friend and put their arm around them. A young baby was happy sitting with care staff while they played.

Children behave well. Older children are beginning to play together, share and co-operate. Younger children play alongside each other, as is appropriate for their age.

Most children enjoy their play and are interested in the resources and activities they can choose. However, this is not consistent for some children in the baby room.

Children have opportunities to learn and develop through the experiences they have access to, although these opportunities can be more limited for some children in the baby room.

## Care and Development

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

Care staff are kind and generally keep children safe and healthy. However, following the last inspection, CIW made a recommendation relating to the recording of risk assessments of specific activities. During this inspection, we questioned the suitability of a sensory resource we saw children aged between two and three playing with. The registered person told us that it was non-toxic and the children do not put them in their mouths. Care staff working with the children told us they could not confirm if a risk assessment had been done but thought the registered person would have completed a risk assessment. Staff further stated they had done a visual risk assessment themselves. The registered person showed us that they have named the resource in their loose parts risk assessment. However, the risk assessment does not record sufficient detail to assure us that the registered person has thoroughly considered the safety of the resource. We asked the registered person to provide us with details of the specific manufacturer or supplier of the resource they were using in the nursery. They have not provided CIW with this information. During the inspection, the registered person removed the activity. They have stated that they will only use this resource in future with children over three. However, we cannot be assured that the registered person carries out sufficiently robust risk assessments for some specific activities to ensure that activities are so far as reasonably practicable safe for children. This has potential to impact on children's health and well-being and places them at risk. We have therefore issued a priority action notice requiring the registered person to take immediate action to address this.

Most care staff we spoke to know and understand how to follow the settings' policies and procedures for safeguarding children. We saw during this inspection that the registered person has a system for recording injuries that children have when they arrive at the nursery and for recording any on-going behaviour issues. However, scrutiny of the policy and discussion with the registered person shows there are still some elements of their safeguarding policy they do not fully follow. For example, they do not have a robust system for monitoring all children's attendance at the nursery. Systems do not give care staff opportunities to specifically raise or discuss during supervision any concerns they may have about children, although the registered person has since amended the staff appraisal template to provide for this in the future. The policy referred to statutory requirements that did not relate to Wales; the registered person has since replaced this statement. Failure to follow the safeguarding policy consistently has potential to impact on children's health and well-being and places them at risk. We have therefore re-issued a priority action notice requiring the registered person to take immediate action to address this.

We did not find any other significant changes to care and development since the last inspection. We discussed the learning and development opportunities for some babies and the background radio music as part of the area for improvement identified under well-being.

## Environment

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

We did not find any significant changes to the environment since the last inspection.

The registered person generally provides a clean and well-maintained environment that is suitable for the needs of most of the children. We noted at this inspection visit that hand sinks were clean and the internal blinds between the baby room and the older children's room were open most of the time. There is as yet no gate at the baby room doorway and the door remained closed.

## Leadership and Management

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

Leadership and management remains inconsistent. Although the registered person has taken some action to comply with regulations and national minimum standards, they do not consistently sustain compliance. They respond and take action following inspection but fail to recognise and address all issues independently. At a previous inspection, we issued a priority action notice in relation to the suitability of the registered person. During this inspection, we did not find evidence that the registered person has taken sufficient steps to improve the way in which they lead their team and manage the service.

During the last inspection, CIW raised areas for improvement in relation to submitting changes to documents and policies to CIW. The registered person has now submitted these documents and has therefore achieved compliance in these areas.

During this inspection, we found that the registered person records when children and staff are present in the nursery and when staff leave to do school runs. However, they do not record when children spend time in other rooms and sometimes records do not show which staff are in a room looking after children. This means we cannot always see which adults are caring for which children. The registered person told us that they will address the way they operate their registers.

The registered person has a system in place for reviewing the quality of care but the report is not purposeful. The report does not clearly identify the action they have taken, improvements they have made or the future developments planned. This was identified as an area for improvement at previous inspections. We did not review the quality of care review report at this inspection as a new one is not yet due to be completed. The area for improvement therefore remains open.

During the last inspection, we re-issued a priority action notice in relation to effective recruitment processes. At this inspection, we found that staff files we looked at, including for new staff members, contain all the required documentation. The registered person has therefore achieved compliance with this regulation.

During the last inspection, we issued a recommendation in relation to staff supervision records being consistently completed and dated. At this inspection, we found that this is still inconsistent. We also found that staff appraisal and supervision is not effective in identifying and supporting improvements in practice and in some circumstances is having an impact on outcomes for children. We have therefore escalated this to an area for improvement. While no immediate action is required, we expect the provider to take action.

## **Recommendations to meet with the National Minimum Standards**

R1 Implement the recommendations made at the previous full inspection.

### 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
25	The registered person does not carry out sufficiently robust risk assessments for some specific activities to ensure that activities are so far as reasonably practicable free from avoidable risks. They must ensure they can evidence they have taken all reasonable steps to ensure that activities and resources provided for children are so far as reasonably practicable free from avoidable risks.	New
22	The registered person fails to fully implement her written safeguarding policy. She must ensure that all aspects of her policy are followed at all times.	Not Achieved
9	The registered person does not provide day care with sufficient care, competence and skill to ensure the service complies with regulations. The registered person must ensure she operates her service to consistently meet the requirements of the regulations.	Not 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
20	The registered person does not ensure that care staff always consider or respond to the developmental needs of all children attending each day. The registered person must ensure they support care staff to respond appropriately to the developmental needs of all children attending the setting each day.	New
29	The registered person does not have a system of staff supervision and appraisal that is effective in developing practice or supporting staff to develop their own practice. The registered person must ensure they develop a system that supports staff to develop their skills and practice in order to carry out their role effectively and support the needs of all children.	New
16	<ul style="list-style-type: none"> <li>The registered person's quality of care review, and subsequent report, do not clearly identify improvements to the service.</li> </ul>	Reviewed

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