



Inspection Report

Noah`s Ark Nursery

**Noahs Ark
Tabernacle Lane
Narberth
SA67 7DE**



Date Inspection Completed

26/07/2023

About Noah`s Ark Nursery

Type of care provided	Children`s Day Care Full Day Care
Registered Provider	Noah`s Ark Nursery (Pembrokeshire) Ltd
Registered places	67
Language of the service	English
Previous Care Inspectorate Wales inspection	27 January 2023
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates 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>	Adequate
<u>Leadership and Management</u>	Adequate

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

Summary

Children have good opportunities to make choices and decisions. They interact with their peers and staff confidently and enjoy the activities and experiences that are provided for them. They are developing their independence skills well and contribute to the activity-planning process.

Staff are kind and caring. They boost children's self-esteem through positive behaviour management, and they interact with children with genuine warmth. They provide a range of suitable activities for children. However, they do not always fully meet all children's needs.

Leaders have satisfactory measures and policies in place to ensure staff are aware of their responsibilities in relation to safety. They ensure the environment is adequately maintained. They provide sufficient indoor play space, with plans in place to improve the use of the various childcare areas. They have a good range of age-appropriate resources.

Leadership and management of the service is developing. Leaders have strong procedures in place for managing staff and they are committed to continual improvement of the service. However, they do not always meet regulations and national minimum standards.

Well-being

Good

Children have a voice and are confident communicators. Their needs are considered, and they have good opportunities to make choices and decisions. Children respond enthusiastically when asked what they have most enjoyed doing during a session. For example, during our visit, they responded with “*dancing*”, “*spinning*” and “*I enjoyed going to the toilet myself*”. Children are asked what they would like to do next, and they happily respond with their choices. Older children plan their activities and they prepare labels for resources.

Children feel safe and have a sense of belonging. Younger children are beginning to form relationships and older children are familiar with routines. Many children settle in appropriately as they begin to form bonds of attachment. Nearly all children cope well with visitors. During our visit, older children asked us to take part in their chosen activity, putting on a talent show. Many children are comfortable to ask for resources or for help, such as support with clothing.

Children’s interactions with their peers and with staff are warm and friendly. Children negotiate confidently and chat happily when they take part in activities. We heard older children talk about their heights and reassure each other that “*it doesn’t matter*” who is taller than who. Many children encourage and offer praise to each other, such as cheering each other on while they take turns to demonstrate their talents.

Children enjoy their play and the opportunities provided for them to contribute their ideas. Older children are engaged throughout the day with activities such as making bead pictures, making pipe cleaner snakes, and building a den. Younger children happily offer their ideas for activities. For example, children excitedly offer ideas for crafts to be used to decorate the annual carnival float. One child chooses a spider and is proud when their idea is used for the activity. Children enjoy story time, and finish sentences on each page of the book. Younger children really enjoy opportunities to take part in imaginative play and excitedly engage when being invited to be passengers on a bus or a rocket, handing their tickets to staff.

Children move freely and confidently around play areas and independently choose where they wish to sit at tables and on a mat for story time. Children enjoy opportunities to learn new skills. For example, children learn to wipe their own noses at the tissue station, where they can independently help themselves to tissues and look in a mirror whilst wiping their noses. Children independently get their own water bottles, wash their hands, and go back and forth to the toilet.

Care and Development

Adequate

Overall, staff follow suitable procedures to keep children safe. They attend regular training in paediatric first aid, safeguarding and food hygiene. They have a good understanding of their duty to report concerns of a child protection nature and they follow good hygiene procedures. Staff follow safe procedures when taking children to play in the outdoors, such as completing regular head counts. They supervise children well and give them safety reminders. During lunch, we saw children being provided with nutritious food such as homemade chicken nuggets, mash and corn. Staff were able to demonstrate that they provide different foods and drinks according to preferences. However, they do not always follow safe procedures to meet children's dietary needs. This is an area for improvement, and we expect the provider to take action.

Staff implement positive behaviour management strategies. They interact with children with warmth and kindness, and they give children regular praise. For example, when younger children completed their crafts, we heard staff saying, *"High five, I'm so proud of you."* When older children have minor disagreements, staff support children sensitively to resolve the issue. Staff provide regular group sessions which support children to think about their feelings and develop their social skills. Overall, staff meet children's needs well and there are very effective systems in place to support children with additional learning needs. We saw staff wearing lanyards with visual images and using these to support children as well as using additional communication tools skilfully. However, during our inspection visit, staff did not fully provide for a child's comfort and well-being during the lunchtime period.

Staff have suitable systems in place to observe children and plan for their next steps in play, learning and development. Staff follow children's lead in their play and ensure that all children have a voice. For example, when a group of older children chose to put on a show, the staff fully supported them to do this, as well as supporting other children to do other activities which they preferred. Staff support children to develop new skills to gain further independence. We heard staff asking younger children to wear their coats and saying, *"Remember how we put our new coats on? Can you show everyone the upside-down trick?"* Staff offered warm praise when children responded accordingly. A few staff use the Welsh language frequently and naturally when supporting children's play and they also provide experiences of Welsh through songs and group activities. However, this is inconsistent across the staff team.

Environment**Adequate**

Leaders have satisfactory measures and policies in place to ensure that everyone is aware of their responsibilities in relation to the safety and welfare of children. They ensure the environment is generally safe, secure and reasonably well maintained. Leaders practise regular cleaning routines that reflect good hygiene, minimising risks to health and safety. They keep a comprehensive file of risk assessments and review these annually. We observed staff practise safe procedures whilst taking children from the indoor upstairs play area to the outdoor area. Staff communicate clearly and children respond positively demonstrating that they are fully aware of routines and understand dangers. Outdoors, staff ensure that safety measures are in place, with children being counted in and out. Leaders ensure that all appropriate building certificates are up to date. They ensure that fire equipment, drills and procedures are in place and ensure that all staff, children, and visitors are signed in and out of the building. Leaders ensure the main door to the setting is always locked when not in use.

Leaders provide sufficient indoor play space for children to move freely, but not all available play spaces are used appropriately for the benefit of the children. For example, the mealtime space for babies and the home area for toddlers were hardly used during our visit. Leaders told us of their plans to improve the environment which include replacing the flooring and opening up the childcare areas for more effective use of the space available. Leaders ensure children have their own personal boxes for coats and bags, and children enjoy being able to access their belongings independently. The small outdoor play area is enclosed and offers some play opportunities, which children enjoy. Leaders provide a staff room area, but this does not offer sufficient space to enable staff to have breaks away from children. They provide a compact and organised nappy changing area, but current practice does not always ensure sufficient privacy and dignity for those being changed.

Leaders have a significant number of age-appropriate resources with many of these being accessible to children such as construction resources, small world toys, musical instruments, and baskets of books. However, the layout and current storage of resources are overwhelming, impacting on the use of space for children. We saw further play resources in the outdoors which are suitable and safe, such as slides, tunnels, a playhouse, a mud kitchen and a climbing structure.

Leadership and Management

Adequate

Leaders have a vision for the future of the service. They provide relevant information about the service in their statement of purpose. They have a range of policies in place which are reviewed regularly. However, they have not all been reviewed effectively as some of these policies do not contain clear information. The child protection and medication policies do not provide clear and consistent information, although staff are knowledgeable about safe processes. The complaints policy does not contain all the relevant information, in line with national minimum standards.

There are effective procedures in place for the management of staff. During our inspection visit, we observed very good induction procedures for new staff. Leaders provide staff with regular appraisal and supervision, and they are committed to providing regular staff training to benefit children. Staff tell us they feel well supported. Leaders ensure there are always a sufficient number of staff to care for the children and they confirm they are able to continue to meet the qualification standards for the staff team.

The management of records is inconsistent. Leaders keep some records effectively. For example, there are suitable records in place for children's attendance and their personal details, the administration of medication, and accidents. However, leaders do not always keep sufficient records for incidents that occur at the nursery. This is an area for improvement, and we expect the provider to take action. They do not inform Care Inspectorate Wales (CIW) of all relevant incidents. This is an area for improvement, and we expect the provider to take action.

There are adequate systems in place to review the setting. Leaders complete a detailed quality of care review and report which considers the views of staff, children, and parents. They produce an action plan and are making good progress towards targets they have identified. Leaders also seek funding to make improvements to the setting. At the time of the inspection visit, they were making plans to replace the flooring and review the use of space in the building. However, they do not always fully reflect and make improvements based on issues they identify themselves during the course of the year.

Leaders establish partnerships with parents for the benefit of the children. They communicate regularly via a nursery app and in person. They identify that they need to monitor the use of the app in the future to ensure that it is being used safely and effectively. Parents we spoke with during our inspection visit were very happy with the care provided. Leaders also establish links with the community and take the children for regular trips in the local area. They seek support from the local authority and umbrella organisations to improve outcomes for children.

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
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21	The provider must ensure all children's dietary needs are met at all times.	New
31	The provider must notify Care Inspectorate Wales (CIW) of all events which are likely to affect the welfare of children.	New
30	The provider must keep records of all incidents which occur on the premises which affect the welfare of children.	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 4 - Meeting individual needs	Improve the nappy-changing area to ensure children's privacy.
Standard 4 - Meeting individual needs	Ensure staff can fully meet the individual needs of all children during the lunchtime period.
Standard 22 - Environment	Ensure the layout of the environment, and the use of the space available, meets national minimum standards and achieves the best outcomes for children.
Standard 18 - Quality assurance	Review and update policies to ensure they are clear, consistent, and contain all relevant information, in line with national minimum standards.

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)
Use the Welsh language more consistently across the setting.

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 22/09/2023