



Inspection Report

Poppies Day Nursery Limited

**Maesderwen House
Maesderwen Road
Pontymoile
Pontypool
NP4 5LE**



Date Inspection Completed

04/11/2021

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About Poppies Day Nursery Limited

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Poppies Day Nursery Ltd
Registered places	48
Language of the service	English
Previous Care Inspectorate Wales inspection	19 June 2017
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	No

Summary

This is an inspection undertaken during the Covid-19 pandemic; therefore, we have focused on the priority areas for this setting and not the full quality framework.

The nursery is very child centred with a strong emphasis upon children directing their own play and learning. Children are happy and comfortable in their surroundings and develop trusting relationships with staff. They learn many social and independence skills that will ease their transition into more formal education settings. Staff are professional, appropriately qualified and take their responsibilities seriously. They understand and implement nursery policies and procedures to keep children safe, healthy and make progress in their all round development. They are nurturing and attentive to the children. Managers maintain the building to a very high standard and it is safe and stimulating for the children. Although there are constraints, as it is a grade 2 listed building, it is well able to support children's independence and provide a wide range of very good resources and equipment that promote their engagement and curiosity. Leadership and management arrangements are very good and staff report satisfaction in their work. Procedures, record keeping and monitoring of the service to improve and develop, is of a very high standard.

Well-being

Children explore, play and choose their toys freely. Babies investigate their environment and discover interesting resources, such as puppets and 'tap tap box', which they know leads to songs or stories they enjoy. Staff observe the children to understand their interests, and children play an active part in the planning of activities. Staff encourage children to voice their opinions, consult with children in age appropriate ways and act upon their views. Recent consultations led to development of an outside dinosaur play area as children expressed a strong interest in dinosaurs. There is a complaints procedure but it does not reflect the strategies the nursery has in place for children aged eight and over.

Children are happy, settled and relaxed. They are comfortable and feel secure because staff help them to understand the routines and structure of the day. Staff sensitively feed babies, talking, cradling, and giving them good eye contact during bottle feeding time. Children seek out staff to interact with, and staff respond kindly and patiently.

Children are developing an awareness of the world around them. Younger children are beginning to follow simple instructions whilst pre-schoolers are able to sit and concentrate on tasks that interest them. Staff continually provide opportunities for children to practice their social skills and develop relationships. They model good behaviour and encourage children to build friendships, play co-operatively and be kind to their friends. We saw lots of respect and affection between children. One young child gently gave their friend a kiss on their cheek whilst an older child happily called for their friends to join in play.

All children really enjoy opportunities they have to play and explore in their own time. Younger children enjoy playing musical instruments and counting as they use large building blocks building towers as tall as themselves. Older children playing outside co-operated well, digging up bark and transferring it in wheelbarrows, laughing and planning how they could dig up and move the wooden footbridge. Children concentrated well, pushing pins into a pumpkin identifying their colours whilst other children exuberantly played with a large metal bath full of water.

Children are encouraged to do as much for themselves as possible. They tidy up after play and place their dishes and cutlery in bowls after lunch; they become independent in their toileting and hygiene practices and access tissues at child height within each base play room.

Care and Development

All staff have a good understanding of how to keep children safe and healthy. They promote children's development and well-being through consistent implementation of the nursery's procedures. These include health and safety Covid-19 procedures regarding cleaning, socially distancing and ensuring children sanitise their hands regularly. Staff know children's allergies, dietary requirements and medical needs. Staff have a clear understanding of the safeguarding procedures. They complete records relating to accidents, incidents, pre-existing injury and medication: managers monitor these to check for any emerging trends or risks. Staff promote children's physical well-being very well through lots of outdoor activities and healthy eating is encouraged. Children regularly practice fire drills with staff direction.

Staff have a very good understanding of the children's needs. They treat children kindly, consistently and practice appropriate behaviour management strategies including lots of praise and positive affirmations. Trained staff feel confident in identifying and managing children's behaviours at different stages of their development. Staff remain calm when children's behaviour becomes challenging and can clearly communicate desired behaviours to children, whilst remaining nurturing and positive. For example, they replaced shakers with colourful scarves when it became apparent that children were enjoying throwing them into the air. They provide appropriate activities for children's individual abilities and encourage children's curiosity, letting children's interests lead their play and learning. Children are relaxed around staff and we saw them seek and enjoy interactions with staff inviting them into their play. Staff have good relationships with their colleagues and communicate very well with each other: this ensures they supervise and support children appropriately at all times. One parent was very pleased with the "*good principles and values*" that the nursery cultivates in children attending.

A keyworker system reflects children's preferences for staff. Staff observe children new to the nursery to see which staff member they naturally gravitate towards and feel comfortable with, before assigning a keyworker. Planning is 'in the moment' and child led with all staff trained in risky and messy play to enhance children's learning. Staff promote the Welsh language and parents commented that their children are well prepared for attending the local Welsh speaking school, in both Welsh language and numeracy skills. Staff observe children and complete baseline and spontaneous observations within individual learning journals for each child. They plan 'next steps' around children's developmental needs: for example a child's gross motor skills promoted through 'tummy time' in order to encourage crawling. The additional learning needs co-ordinator (ALNCO) is able to support children and develop specific care plans around children's individual needs.

Environment

The nursery is very welcoming for children, clean and very well maintained. Managers complete regular audits to meet all gas, electrical and fire safety requirements. Managers flush water outlets weekly to prevent contamination. Staff understand the importance of following daily procedures, such as risk assessment of their base rooms, bathrooms and outside areas used by children. Parents are familiar with the social distancing arrangement for dropping off and collecting their children. Staff position themselves well to ensure children are safe and to give them appropriate levels of support.

The nursery is light and spacious, providing children with suitable space to play and learn. Sleep areas are calm, well organised and quiet with procedures in place to check on sleeping children. Toilets are clean and accessible: push taps have been introduced to ensure children have maximum independence and ease when handwashing. Base rooms are calm and well organised with lots of natural materials, soft lighting, sensory materials and resources, which prompt children to play and explore their surroundings. Staff set up areas so that children are curious and have choice in how they wish to play. Children have access to a very well-resourced stimulating outside play area, which enhances learning and play opportunities: wooden tunnels and balancing equipment, under cover areas for reading and craft, an outside stationary cupboard, glass blocks for building and metal wheel barrows. Managers have planned further developments of the outside area.

Resources are of a high quality. Wooden and natural play equipment is favoured with a running program of replacing plastics with more sustainable/ natural materials. Staff enthusiastically embrace newer approaches to learning such as the curiosity approach and the pre-school room has, for example, a real typewriter, teapots and telephone. Elsewhere can be found china tea sets, metal saucepans and wooden puzzles. Recycling and reusable resources are encouraged and older children have, prior to covid, gone to local antique shops to find resources choosing toys such as a vintage abacus, wicker picnic basket and a Victorian pram. Multi-cultural resources are available and encourage children to have an understanding and awareness of cultures and customs beyond their own lived experience. Monitoring of resources ensure they are of good quality and relevant to children's learning.

Leadership and Management

Leadership is very effective and managers are motivated and passionate about provision of care, and development of the service. The management team is supportive and committed to ensuring that the whole workforce implements good working practices. Policies, procedures and guidance are of a high standard and reviewed regularly.

Management undertake a very thorough annual review of the service and consult with parents, staff and children. Managers consider and reflect upon this information very well. This informs an action plan, which outlines the priorities for the next year. Improvements to the service are tangible and have a positive impact upon children's experiences. The RI and PIC have an excellent relationship, a strong vision for the service and communicate this very well to the staff group.

Recruitment and induction procedures are very thorough and equip staff to do their job well. There are enough qualified and experienced staff to make sure children are well cared for at all times. Regular supervision is given and records demonstrate these are meaningful and support professional development. Regular team meetings also ensure all staff understand their roles and responsibilities. Staff access mandatory training including food hygiene, first aid and safeguarding. A staff library supports staff in their wellbeing and is a further source of guidance and training. There is a team of full and part time Nursery Nurses caring for children ensuring sufficient cover for holidays, sickness and training. Staff told us they feel supported and confident in their role. The PIC reports she is very well supported and has regular meetings with the RI; however, these supervisions have not been recorded. Since the inspection, the PIC informed us that systems are in place to record her supervision meetings.

Staff and managers understand the importance of building good relationships with outside organisations and parents. Links with community resources have been paused due to Covid-19 restrictions, but established links with, for example, local old peoples home, will resume when it is safe to do so. Communication with parents and carers is well maintained and supported with technology. Parents we spoke with are very happy with the app used at the nursery, which gives them real-time information about their child. Parents are informed of new initiatives and updates about the nursery, such as recycle week in September, through the monthly newsletter. Parents reported a very high level of satisfaction with the nursery and the care their children receive. Management have very good relationships with outside agencies and ensure that they access all support available.

Recommendations to meet with the National Minimum Standards

R1. Responsible Individual to keep records of all supervision meetings held with person in charge.

R2. Review complaints procedure so that it reflects the processes currently in place for children aged 8+ to make a complaint.

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	N/A

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