



## Inspection Report

**Victoria Private Day Nursery**

**6 Victoria Avenue  
Penarth  
CF64 3EN**



**Date Inspection Completed**

13/05/2022

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## About Victoria Private Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Person	Amanda Leader
Registered places	49
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">Manual Insert</a> 30 July 2019
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.

<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>Good</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**

The setting is child centred with children having many opportunities to direct their own play and learning. Children settle well, are happy and readily engage in activities. They have opportunities to gain experience to become independent and develop their skills through a range of quality experiences and play. Children form close bonds with staff and with other children, making them feel safe and secure.

Staff are professional, appropriately qualified and take their responsibilities seriously. They have a good understanding of how to keep children safe and healthy. Staff have effectively implemented new policies and procedures in response to Covid19. They plan for a wide variety of activities which are interesting and stimulating and capture children's imagination. Staff keep effective records of children's progress and development.

The environment is clean, welcoming, and suitable for the care of children. Staff follow procedures to ensure the environment is safe and suitable, completing risk assessments and daily checks efficiently. A good variety of toys, resources and experiences promote children's all-round development. The outside areas offer an extensive range of interesting opportunities for children to play and have physical exercise.

The leadership and management of the setting is competent and people who run the setting work hard to maintain a good service, especially during the Covid-19 pandemic. People who run the setting are experienced and listen to children, parents and staff, involving them in making decisions. Staff feel well supported and enjoy their work. All the required policies, procedures and records are in place and have been updated further during this inspection. Parents are very complimentary, speaking highly of the staff and the care their children receive.

**Well-being****Good**

Children can make choices and decisions and are listened to. They choose their activities freely in their play areas and know they will receive help or support from staff if they ask. They are aware of the daily routines and know what to expect during the sessions. For example, they prepare well for mealtimes and are ready for circle time, joining in with singing favourite songs which are familiar to them. This provides certainty to their day and helps children settle easily. Children are encouraged to voice their preferences and their opinions and receive support to participate and express themselves. Children feel confident and develop good self-esteem, showing satisfaction with the wide range of play and learning resources available to them. One child spoke in detail about the lifespan of a tadpole and enthusiastically joined in a painting activity of a tadpole pond.

Children are happy, safe, and valued. Settling in sessions are adapted to the individual needs of the child and their family. Children are developing friendships in line with their age and stage of development. They have clear bonds of affection with staff who understand their needs and provide consistent care. They are confident they can approach staff for comfort and reassurance as needed. They sit closely with staff, choosing stories and singing songs, joining in, and enjoying the activities which are stimulating and exciting. They are keen to show and talk about their activities and share information about their families and interests.

Children enjoy their play and learning and experience a good balance of self-directed and adult led play. They access a wide variety of activities and resources appropriate for their age and stage of development. Children have regular exercise and fresh air and value the time they spend outdoors. They smile broadly as they run to seek out their favourite activity and interact well with their peers, laughing and chasing each other or sitting in a group for a story with staff. They have good opportunities for active and imaginative play. Children receive encouragement to be curious and investigate the resources they use.

Most children are developing independence skills appropriate to their age and ability. Older children wash and dry their hands on their own and are supported to learn to use the toilet independently. Children remove their own aprons after finishing painting and hang them back on the pegs. Older babies are encouraged to feed themselves and did so confidently with staff supervision.

## Care and Development

Good

Staff are effective in keeping children safe and healthy. The setting has a good range of policies and procedures in place to support staff, including a comprehensive Safeguarding and Additional Learning Needs policy and procedure. Staff understand their responsibility to be vigilant and understand the processes to follow to deal with any concerns. They receive safeguarding training and keep up to date with all relevant information. Children's health needs are fully considered. Staff effectively record, maintain and review accident, incident, and medication records. The setting offers a range of healthy and well-balanced meals and snacks which are freshly prepared on site. Children are offered water at mealtimes and have access to drinking water in areas where they play. Since the inspection, people who run the setting have told us that they have reviewed several policies to ensure that they are reflective of current practices.

Staff interact very well with children and build positive relationships with them. They are warm, kind and offer reassurance to children when needed. For example, we saw a child looking to a staff member for comfort, the staff member was sensitive and attuned to their non-verbal cues and stayed close to the child using gentle and calm tones to reassure them, ensuring that their needs were met. Staff understand the behaviour management policy and implement positive behaviour management strategies. We saw staff praise and reinforce positive behaviour along with children saying please and thank you to each other independently. We saw staff supporting older children to become responsible for their own behaviour. For example, a child was given the role to put away the crates during tidy up time. The child was supported to negotiate how they could politely request the items that others were still using.

Staff are familiar with the children in their care. They treat them with respect. They support children to speak and express themselves as they respond to their questions and requests. Staff conduct regular observations of the children, which supports their understanding of each child's individual needs. This information is used to support children when they move into other areas of the setting or when moving onto school. Staff plan well for all age ranges, promoting opportunities for a wide range of skills and experiences. By offering variety, and ensuring that activities are exciting and engaging, children can extend their learning and follow their own interests. This is further supported by the staff evaluating the activities they plan.

## Environment

Good

People who run the setting ensure the environment is safe and secure. There are rigorous risk assessments in place for all areas of the setting which include fire safety, Covid 19, and children's activities. People who run the setting review these regularly and staff complete daily safety checks of all areas. People who run the setting provide a secure entrance to the setting, supported by an effective procedure to welcome children in each day. Staff keep records of all visitors to the setting. The building is well maintained, with required servicing of gas, electric and fire systems.

People who run the setting ensure that the environment offers good facilities for children to be cared for. The play areas are welcoming and provide light and bright areas for children to explore. Staff carry out regular cleaning of toys and equipment as they are used throughout the day and areas are thoroughly cleaned at the end of the day or during the weekend. Areas are adapted for children to sleep within their base rooms and there is a dining area where children of all ages come together for mealtimes. Children sometimes have different sittings to ensure there is suitable space for them to eat in a relaxed and supportive environment. There are toilets and nappy changing facilities on each floor of the setting. People who run the setting have developed procedures to ensure children experience privacy and dignity while using these facilities. Staff generally use the conservatory or the art room to take their breaks. People who run the setting regularly speak with staff regarding the staff facilities and are told that they currently meet their needs. The outside area is very well-designed and is used regularly as part of the daily routine. There are different play areas for children of different ages, with areas providing different play opportunities and experiences for children in the open air. For example, planting and physical activities. Some areas can be covered by a sail to provide shade and other areas are naturally shaded during various times of the sessions.

People who run the setting ensure that resources and equipment are plentiful and of good quality and we saw that they are clean and well maintained. Tables and chairs are of a suitable size. There is a wide range of good quality equipment available in each base room and most resources are easily accessed, promoting independence. Children access resources which are appropriate for their stage of development and promote their curiosity and discovery. Children learn about aspects of diverse cultures and children's work is displayed prominently in the playrooms. Outside, resources are plentiful and interesting, including a large outdoor kitchen, tables, and chairs, a 'car,' ride on toys and many more toys and equipment. Children have facilities for planting fruit and vegetables, which they enjoy eating when they have grown.

## Leadership and Management

Adequate

People who run the setting are skilled and experienced. The registered person manages the setting with the support of a deputy. They manage the setting well, and mostly in line with the Regulations and National Minimum Standards (NMS). The statement of purpose is comprehensive and provides parents with the relevant information about the setting, so they can make an informed decision about its suitability for their child. The registered person has updated the statement of purpose and operational plan recently to clarify how they manage the role of the supernumerary person in charge and staff absences, to ensure they always meet the Regulations and NMS. People who run the setting have developed detailed policies and procedures, which they review and update as and when required. Some, such as the child protection policy and additional learning needs policy, have been updated during this inspection, to reflect changes to legislation. There are good systems in place to share changes to policies and procedures with staff. Staff maintain appropriate records, such as children's personal information about their individual needs, accidents records, attendance records and records of medication administered.

People who run the setting have suitable self-evaluation procedure in place. They conduct an annual review of the service they provide, consulting with parents, staff, and other professionals as part of the process. Staff gain children's views about activities by speaking with them and observing how they react. They produce a report of the findings of their review, and this includes an action plan of any improvements identified. The last review did not consider the current challenges of recruiting and maintaining suitable staffing. People who run the service complete the self-assessment of service statement (SASS) well and submits it, when requested, to Care Inspectorate Wales. There is a suitable complaint policy in place, should parents want to raise any concerns about the setting.

People who run the setting operate effective systems in relation to the recruitment and, employment of staff. They maintain staff files well and they evidence that they are clear regarding the required checks and information required by regulation. Records and information from staff show that staff receive a thorough induction to their role and are clear about their responsibilities. The manager and deputy provide good daily support to the staff team. Staff told us they feel supported by the management, enjoy their job and they get regular training to keep their knowledge updated. Records show that staff receive supervision occasionally, but they did not consistently receive an annual appraisal. People who run the setting have addressed this. People who run the setting maintain good communication with CIW, especially in relation to the challenges they face when maintaining child/adult ratios. They ensure that, for most of the time, staff are deployed effectively, and they meet the adult: child recommendations outlined in the NMS. Discussion with the registered person and records viewed, evidence that there have been occasions when the NMS have not been adhered to in relation to the person in charge being supernumerary. The registered person gave a reasoned account of why this occurred and gave assurances that it did not impact on the care given to children. The statement of



purpose has now been updated to reflect the role of the supernumerary person in charge. Therefore, no further action is required at this time.

People who run the setting have developed effective partnerships with parents and other professionals. The setting has established trust and effective communication links with parents including daily verbal conversations, records, email, and newsletters. CIW has received information from parents, showing that they are very happy with the setting. They are extremely positive about information they receive, communication about their child's care and praise the staff for their care. People who run the setting also told us that they have strong links with the local authority childcare teams. They have discussed menus with the public health department and consulted with them effectively during the Covid-19 pandemic. They have support from health visitors regarding any specialist care needed. The registered person told us about informal partnerships they have with other nurseries, sharing information and experience.

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

We have not made any recommendations on this occasion, as the registered person has made several improvements to the setting during this 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
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

<b>Ratings</b>	<b>What the ratings mean</b>
<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.

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