



## Inspection Report

**Hazelhurst Children's Nursery**

**Hazelhurst Childrens Nursery  
120 Plymouth Road  
Penarth  
CF64 5DN**



**Date Inspection Completed**

21/03/2022

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## About Hazelhurst Children's Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Person	Nina Jenkins Ian Boyce
Registered places	70
Language of the service	English
Previous Care Inspectorate Wales inspection	24 February 2020
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	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 children who use, or intend to use the service.

## Summary

Children are comfortable, settled and enjoy spending time with their friends at the nursery. Children have formed close bonds with the staff who are kind and gentle with them. Children can speak freely and share their ideas with staff who show interest in their views and opinions. They have some opportunities to develop different skills and become independent. Children are provided with an excellent choice of freshly prepared, healthy meals and drinks.

In general, nursery staff pay close attention to the safety matters and have good knowledge of the safeguarding procedure. All staff have completed their mandatory training as part of their induction so that they know what to do to ensure children's wellbeing. People who run the service understand their responsibilities to report concerns, although, care must be taken to ensure that these are reported in a timely manner.

Overall, the environment is not always suitable for the development needs of children. The setting has suitable indoor and outdoor space which is secure. People who run the service complete risk assessments for all areas of the nursery. However, the environment is not organised in a way to support children's independence and does not always provide a suitable range of age appropriate stimulating play activities. The nursery has cleaning routines in place, although, care must be taken to ensure that robust infection control measures are undertaken at all times.

There is a good range of policies and procedures to support the running of the service which have been recently reviewed and updated. The staff work well as a team and managers are dedicated and highly motivated. There is an appropriate level of well qualified staff looking after the children at all times. They work closely with parents when making decisions about their child's well-being and keep them very well informed and updated on a daily basis.

## Well-being

Children are listened to and their attempts to speak or communicate are valued. For example; we watched, children eagerly pick the song they wanted to sing. Children are encouraged to speak and express themselves. We saw a small group of children play with baby dolls, excitedly telling a staff member how they all needed to be quiet as the 'babies are sleeping.'

Children are content and form close emotional bonds with familiar adults which helps them feel secure and relaxed. They settle quickly when they come into nursery, greeted by staff with big smiles on their faces. Children are forming friendships, feel they can express themselves and are used to routines. For example, we saw the older children wait patiently and co-operate as they came in calmly for meal time. Parents told us they felt that the staff know their children very well and pay close attention to their individual likes and dislikes. For example; a child who needed extra support when moving to a new room was accompanied by a familiar member of staff for a couple of weeks until they settled. Another parent explained that; not only do the staff in their area greet their child by name, but that all staff know their child's name and welcome them in the morning.

Children are polite and enjoy receiving praise and recognition from staff for good manners and being kind and helpful. They play alone or alongside their friends as they learn to share and work together happily. For example, a few children took turns to choose a song to sing while waiting for their snack to be served. We heard children saying please and thank you especially during snack time. Some parents told us that their older children were learning to be patient and more tolerant of younger members in their Family because they get opportunities to spend time with younger children in the nursery.

Overall, there are some inconsistencies in the level of children's engagement and enjoyment of their play at the setting. Children have the freedom to choose from the resources and activities available, although the play areas, indoors and outside, lack variety or choice of equipment catering for all their developmental needs. Some areas offer more choice than the others. We saw children enjoying physical play in the outdoor area of the nursery. Parents told us their children also have opportunities to access the local area for walks including trips to the cliff tops. For example; a child was excited to tell their parent about how they had made echoes under the bridge during the nursery walk that day.

Most children's self-help skills are developing well, including, washing hands and putting on their shoes and coats to go outside. They do this independently with some support from the staff. Children's developmental records demonstrate they are getting some opportunities to practise important skills including language and literacy, numeracy and physical development. Parents told us their children are maturing since attending the nursery, becoming more confident and independent. Children are given opportunities to develop bilingual skills including emergent Welsh language.

## Care and Development

Overall, staff follow a beneficial range of policies and procedures to support a safe childcare service. There are suitable procedures to manage accidents, administration of medication and first aid and staff keep appropriate records. Staff recognise the importance of updating their first aid training and a suitable number of qualified first aid staff are on duty at all times. Most staff do not hold manual handling training. There are some useful risk assessments, including fire safety, in place to maintain a safe service. A safeguarding policy for the nursery is in place. However, we identified an area for improvement in relation to ensuring that this policy is implemented correctly at all times. People who run the service took immediate action and the issue was addressed.

People who run the setting make sure that children are provided with an excellent range of freshly prepared, healthy meals and drinks. The nursery has been awarded a 5\* Food Hygiene rating. Information on children's allergies is clearly available to all staff and these are managed carefully. For example, staff know the children's individual food preferences and are able to meet the needs of specific dietary requirements. The menu has been developed to ensure that it offers a variety of healthy options with details of all recipes and potential allergies available for parents to view. During the inspection, the children enjoyed freshly prepared chicken stew with dumpling and sauté potatoes with water or milk and fresh fruit for dessert. Parents, and staff told us that the quality of the food is excellent. Children were keen to eat their meal at lunch time which showed how much they enjoy the food. Parents can have a say in what is offered, for example; parents welcome the opportunity to suggest recipes via the Family app.

The nursery has a specific COVID -19 policy, risk assessment and procedures to protect children during the current pandemic. Staff take regular lateral flow tests and visitors to the nursery complete a COVID- 19 doorstep risk assessment. However, there are inconsistencies in infection control practices throughout the nursery. People running the service understand their responsibility to address this matter to ensure that good hygiene routines are in place to promote children's health.

Staff work together and have a consistent approach when managing behaviour in line with the nursery's behaviour management policy. Staff act as good role models, promote good manners, they are very kind and respectful towards each other and the children. They make sure they set realistic boundaries having regard to the child's understanding and stage of development.

The planning for children's development, recording observations and identifying next steps in their learning are not yet well developed. We saw that staff use the Family app to record some observations of children's progress linked to an area of development. The current planning does not always offer a suitable variety of play based activities to keep children engaged. People running the setting and staff said they recognised this as an area in need of improvement. There is a Welsh speaker available in all areas of the nursery. Staff were heard promoting the Welsh language through song and simple instructions.

## Environment

Overall, we found the environment is not always suitable for the development needs of children. The setting is secure and provides adequate space for children. Staff use the Family App to register the attendance of children and staff in the building. A record of where children are within the setting can be viewed at all times. A beneficial range of risk assessments are in place to maintain a safe service and regular fire evacuation drills are carried out. Staff complete daily checks of the premises in order to identify and where possible eliminate any risks to children's safety. Maintenance checks for the building and appliances are routinely undertaken. We identified an area of improvement in relation to an isolated hazard in the outdoor environment. People who run the service took immediate action and the issue was resolved.

The Covid 19 policy and risk assessment outlines best practice guidance to protect children from the risk of COVID-19. This includes a combination of cleaning toys, resources and surfaces at set times throughout the week. However, we saw that this is not always followed. We identified an area for improvement in relation to the cleanliness of the nursery and their infection control procedures. People who run the service took immediate action and a deep clean of the nursery was carried out. The cleaning rotas and infection control measures have been reviewed and new procedures implemented.

The indoor area is divided up into three main care areas for children under twos, for two to three year olds and for children over three years of age. There are a suitable number of children's toilets and changing facilities for the numbers of children attending the nursery. The under two's area of the nursery has a separate designated sleep room. This area is small and has ten cots positioned in close proximity to each other available for young children to sleep. There are three separate outdoor play spaces that children are taken to at set times of the day. This area offers activities and use of equipment for children to develop physical skills. The service has suitable facilities for staff to have confidential conversations including two staff rooms and ample designated office spaces.

Staff fail to organise the indoor and outdoor play areas well. This limits the range of play opportunities for children to be independent and appropriately engaged. The play choices available are limited and although children played with the resources, these do not always offer age appropriate challenge or interest for their stage of development. This has a potential impact on children's well-being and we have identified this as an area for improvement. We expect the people who run the service to take action to address this and we will follow this up at the next inspection.

## Leadership and Management

Overall, we found that although people running the setting have procedures in place to ensure the smooth running of the service, not all of these systems are followed consistently. However, we found they were very open to discussion and demonstrated a very strong commitment to resolving issues identified during the inspection. They acted upon the areas of noncompliance and put in place a plan to improve areas for development. The addition of a second person running the service in 2019 has brought about a number of positive changes to the nursery. These include; improved parent communications and engagement processes, staff recruitment and induction procedures, refurbishment of exterior of the building and the upgrading of the windows to improve ventilation.

People running the setting understand the importance of ensuring that mandatory training for staff is completed. Training records looked at confirmed that all inducted staff have completed up to date mandatory training .We spoke to five members of staff who demonstrated a suitable understanding of the policies and procedures in place for the setting. Overall, staff confirm they feel supported by a management team who are available for advice, guidance or support throughout the working day. Recruitment files examined demonstrate that people who run the setting are clear about their responsibility to ensure that staff are recruited safely, well qualified, and have the necessary qualifications and experience required to care for the children. We identified an area for improvement in relation to ensuring that the Disclosure and Barring security check for one of senior managers was updated within the required three year period. People who run the service took immediate action and the issue was addressed. The setting has arrangements for managing staff performance and most practitioners have useful opportunities to discuss and reflect upon the quality of their work during supervisions and their annual appraisal to establish clear improvement objectives.

People running the setting have undertaken a thorough quality of care review and completed the required CIW online Self-Assessment of Service Statement (SASS) to help plan for improvement. There is a suitable complaints policy available for parents. There are a number of communication systems in place including the Family app, verbal, text and phone calls. Partnerships are strong and staff value the use of Family app as an effective communication system to keep parents updated at all times throughout the day. Parents and staff are very positive about the effectiveness of this app. We spoke to a number of parents who were very complimentary about the setting. One commented, *'the staff are wonderful'* and another said *'My child is looked after well. They keep parents in mind and keep to parents routine. I feel very much in the loop.'*



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

- R1. The system for cleaning and infection control in the nursery should be reviewed and developed.
- R2. Staff should undertake manual handling training.
- R3. Planning for both the indoor and outdoor environment should be developed to include areas of provision, play opportunities and next steps in their learning.
- R4. The sleeping arrangement for younger children should be reviewed to ensure that there is adequate space / ventilation and access in case of emergencies.

### 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
28 (1) (a)	Regulation 28 - Suitability of workers	Achieved
29 (3) (a)	Regulation 29 (3) (a) -employment of staff	Achieved
20 (1) (a)	Regulation 20 (1) (a) - safeguarding and promotion of welfare •	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
37	The registered person failed to ensure that children have access to a suitable range of resources. Ensure that children have suitable age appropriate resources to meet the needs and interests.	New

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