



## Inspection Report

**Nursery Rhymes Day Nursery**

**Nursery Rhymes Day Nursery**

**40-44**

**Bedwlwyn Road**

**Hengoed**

**CF82 7AE**



**Date Inspection Completed**

14/11/2023

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## About Nursery Rhymes Day Nursery

|   |   |
|---|---|
| Type of care provided                                 | Children's Day Care<br>Full Day Care  |
| Registered Person                                     | Kim Lucas   |
| Registered places                                     | 83  |
| Language of the service                               | English   |
| Previous Care Inspectorate Wales inspection           | 22 April 2022   |
| Is this a Flying Start service?                       | No  |
| Does this service promote Welsh language and culture? | This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture. |

|  |                 |
|--|-----------------|
| <a href="#"><u>Well-being</u></a>                | <b>Adequate</b> |
| <a href="#"><u>Care and Development</u></a>      | <b>Adequate</b> |
| <a href="#"><u>Environment</u></a>               | <b>Adequate</b> |
| <a href="#"><u>Leadership and Management</u></a> | <b>Poor</b>     |

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

## **Summary**

Children make choices about how they wish to play and show enjoyment in their play and learning. Most children develop good relationships with their peers and are learning social skills such as sharing and turn taking. They are confident to voice their likes and dislikes.

There has been a significant turnover of practitioners, and this has impacted upon the smooth operation of the nursery. Practitioners are nurturing and caring towards the children, but do not consistently implement the settings procedures to ensure they keep children safe at all times. The management team has been streamlined to improve the day to day management of the nursery and to have better oversight of the working practices of practitioners.

The environment is spacious and has a sufficient range of resources to engage children in play. Leaders have some basic risk assessments in place, but practitioners do not always implement these effectively to identify and minimise all risks. When they do identify emerging risks, the Registered Person (RP) does not always ensure these are addressed promptly.

Leadership and management of the nursery is ineffective and significant improvements must be made to meet regulatory requirements. Supervision of staff, risk assessment and practitioner's knowledge of safeguarding procedures need to be improved. We have issued a Priority Action Notice regarding these matters, as leaders have not maintained good oversight of induction procedures and the working practices and childcare knowledge of their practitioners.

Children are comfortable to make choices about how they play. They are confident to speak and express themselves and to communicate their needs. Most of their requests are accommodated. They approach practitioners to chat, to ask for assistance or invite them to play. Most resources are easy for children to access independently. During lunch they confidently ask for second helpings or express if they do not wish to eat something.

Children behave kindly and considerately towards their peers. They are learning to take turns and share during games. We saw lovely examples of children chatting, spontaneously singing, and showing kind manners to their friends and practitioners during lunch, which was a very sociable occasion. Younger children play happily alongside other children or on their own. Older children interact well with one another and develop friendships. Children develop a sense of belonging as their work is displayed and celebrated helping them to feel secure. They clearly understand and appreciate the routines established by practitioners. After lunch older children make their way back to their base room having learnt to hold onto the rails and concentrate on safely manoeuvring the climb up the stairs.

Children enjoy the play opportunities available to them. They are free to explore their environment and spend time on activities that interest them. In the toddler room children visibly enjoy playing with the dinosaurs and building blocks.

Children have suitable opportunities to gain independence in line with their age and stage of development. They hang their own coat and bag on their individual pegs and wash their hands. All children manage to eat their lunch very well and older children are encouraged to develop independence when toileting. Practitioners told us that older school aged children in the after school club, help prepare their own snacks and are encouraged to serve themselves.

## Care and Development

## Adequate

Practitioners understand and implement some of the service's policies and procedures adequately but do not have a sufficient understanding of how to keep children safe and healthy at all times. Practitioner's knowledge of safeguarding is sufficient. They know about their own personal responsibility to report should the safeguarding lead fail in their duties, but historically have not submitted a referral to social services. Recorded information is lacking in detail. While no immediate action is required, this is an area for improvement and we expect the provider to take action. Practitioner's complete registers promptly so they accurately reflect the children in the building and who is looking after them. Practitioners complete regular fire drills with the children and maintain records so that they know who has practised the drill. Staff complete medication records appropriately. They record accidents and incidents well, but do not consistently follow full accident procedures such as seeking medical advice promptly if needed. Other procedures have not been completed safely and have therefore been revised by managers. All practitioners are now aware of safe nappy changing procedures. Practitioners could not locate sleep check records during the inspection.

Practitioners are kind and patient in their interactions with children. They promote good manners and ensure children learn good hygiene routines such as washing their hands. They encourage children to be kind and inclusive in their play. They provide praise and encouragement to children stating '*Good girl!*' when a child spontaneously says '*Thank you*' to their friend. Practitioners provide comfort for children who are unsettled, notice when children look hesitant and are considerate of their feelings. They ensure that children's needs are met and, for example, notice when a child needs support to wipe their nose.

Practitioners take into account children's interests to plan monthly topics around, for example, fairy tales and nursery rhymes. They told us that much of their planning is 'in the moment' allowing play and learning to be child led. The previous recommendation to plan a range of engaging activities/ opportunities to encourage children in their play and learning has not yet been fully embedded. However, children love the opportunities to undertake arts, crafts and messy/sensory play. Practitioner's evaluate activities and use spider charts to help them adapt and improve activities. They have records to support their ongoing monthly observations which allow them to chart children's progress. For example, assessing fine and gross motor skills, encouraging children to share, and supporting children to gain independence in putting on their own socks/shoes and coats.



## Environment

**Adequate**

The environment is light, spacious and secure. The RP ensures that all gas and electrical safety certificates are renewed as needed and that the building is safe. Fire equipment had been checked in April 2023 although leaders had not asked the fire safety officer for clarity about whether mechanisms for securing the fire extinguishers to walls within a nursery were appropriate. Leaders do not implement or review risk assessments for the nursery, daily checks were seen so be incomplete and some emerging risks were not responded to promptly. This is having an impact on children's well-being and placing them at risk. We have issued a priority action (non-compliance) notice and the provider must take immediate action to address this issue.

The nursery is very spacious and equipped with suitable furniture and equipment to meet children's needs. However, in the upstairs toilet area we saw that of the five toilets available to children, two did not have toilet seats, none had toilet roll holders so that children can easily locate toilet paper, and one had no toilet roll, even though it was in use by children. Whilst liquid soap and paper towels are present for children and the Infection control audit tool had been reviewed in January 2023, this guidance is not being used as a working tool to identify best practice and minimise risks associated with the potential for cross infections. Base rooms are large and airy with a reasonable range of resources and supervised access to outside. The After school club has equipment for older children to enjoy, for example, table football. All base rooms are spacious, and babies enjoy being able to move around freely and explore.

There is enough play equipment to keep children satisfied. There is some monitoring of the environment to plan for developments to enrich children's play experiences. For example, an outside, under cover area has climbing equipment but the adjacent outside area is currently not set up for meaningful play. Leaders told us that they had identified this as an area needing attention. Arts, crafts and sensory/messy play is made available to children at points during their day at nursery. The baby room is well resourced with threading games and sensory resources.



## Leadership and Management

Poor

Leadership and management of the service is not effective. There has been a high turnover of practitioners, including at managerial level. The new deputy and person in charge are motivated to improve the service and work well together. However, the Registered Person (RP) has not maintained good oversight of the service and therefore has not reviewed some policies and procedures to outline best practice. For example, 'The Lost Child policy' states police will be called if a lost child is not found after 30 minutes, which is not best practice. Some safeguarding issues highlighted by practitioners have not been brought to the attention of the local authority in a timely manner. The current PIC has a clear understanding of her new role as safeguarding lead and was clear about her role to liaise with outside agencies promptly. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

The annual quality of care review had been completed in November 2023. However, not all recommendations from the previous Care Inspectorate Wales (CIW) inspection had been addressed and will therefore be repeated. Two of the Priority Action Notices issued during this inspection have previously been issued and subsequently addressed: hazards and safety, and employment of staff. This suggests that there is poor oversight of the service as good practices are not maintained or embedded into working practices over the long term.

Leaders do not provide consistent, thorough inductions or supervision of practitioners to check their understanding and implementation of some key nursery procedures to keep children safe and healthy. These include safeguarding, nappy changing, accidents and risk assessment. Inductions of staff new to the service or staff undertaking new roles within the service, is not effective. This is having an impact on children's well-being and placing them at risk. We have issued priority action (non-compliance) notices and the provider must take immediate action to address these issues. The managerial team has been streamlined by the RP to bring stability to the workforce and improvements in working practices. Registers evidence that ratios are maintained appropriately, and staff are suitably qualified.

Practitioners understand the importance of building good relationships with parents. The provider has good relationships with the local authority and seeks advice from outside agencies. The RP has sought support and advice from the local authority to improve their knowledge and working practices around safeguarding children.



### 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 |
|------------|--|--------|
| 20         | The Registered Person must ensure all staff understand and implement all health and safety procedures and that children are always appropriately supervised.   | New    |
| 25         | The Registered Person must ensure that unnecessary risks to the health and safety of children are identified and as far as possible eliminated.  | New    |
| 29         | The Registered Person must ensure that all staff have thorough induction and regular supervisions and appraisals, to monitor that staff understand their roles and responsibilities and can implement the services procedures to keep children safe and healthy. | New    |

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 |
| 22                      | The Registered Person must draw up and implement a written policy which sets out procedures to safeguard children and should include the prompt referral to the local authority of any allegations of abuse or neglect affecting a relevant child. | 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 5 - Records                  | Ensure all policies are reviewed annually or as required and ensure the lost child policy is reviewed so that should a child become lost police are informed in a more reasonable timescale. |
| Standard 4 - Meeting individual needs | Support practitioners in planning a range of engaging activities/ opportunities to encourage children in their play and learning.  |
| Standard 22 - Environment             | Continue to enrich the play environment within the upstairs base room for pre-school children and children aged over two years.  |

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)  |
| Ensure sleep chart records are maintained and easily available to staff. |

| Ratings          | What the ratings mean  |
|------------------|--|
| <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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