

Inspection Report

Little Inspirations Nursery Llantrisant

**Little Inspirations
Llantrisant Business Park
Llantrisant
Pontyclun
CF72 8YW**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

28/07/2022

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About Little Inspirations Nursery Llantrisant

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Little Inspirations Ltd
Registered places	104
Language of the service	English
Previous Care Inspectorate Wales inspection	Manual Insert 4 June 2019 (Joint inspection with Estyn)
Is this a Flying Start service?	Manual Insert Yes
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>Well-being</u>	Good
<u>Care and Development</u>	Good
<u>Environment</u>	Good
<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 influence the direction of their play. They are happy and relaxed in their relationships with staff, showing trust and warmth. Children behave kindly and considerately, communicating effectively with both adults and their peers. Children value the opportunity for active play in the outside play area. They are independent and confident in their own abilities.

Staff understand how to keep children safe and healthy. They record accidents and incidents very effectively and encourage positive hygiene practises. Staff have warm relationships with children and their interactions are respectful. Activities are child-driven and development tracking is detailed and purposeful.

The premises are well designed and thought out, providing very good facilities. Most areas are open plan, allowing children to freely access a very wide range of activities independently, including outdoor play. There are suitable systems in place to ensure a safe, clean and secure environment, and contracts are in place with services to ensure maintenance of the building is effective. There is an excellent range of good quality resources and equipment.

The leadership and management of the setting is appropriate and people who run the setting work hard to maintain a good service, especially during the Covid-19 pandemic. We found an area of non-compliance regarding maintaining staff:child ratios but have not issued a priority action notice on this occasion. People who run the setting review their service annually, listening to children, parents and staff, involving them in making decisions. Staff are employed in line safe recruitment procedures and are well supported and enjoy their work. All the required policies, procedures and records are in place and reviewed regularly. A few 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 are confident communicators and can share their wants and needs. They choose their activities freely and understand they will receive help and support if they ask. We saw a young toddler pointing and asking for 'Alexa' and the carer confirmed understanding of this request by asking the child if they wanted a specific song through words and actions. Children are confident to use resources in a variety of ways, frequently taking provided activities and changing them as they wished. For example, a group of pre-school children decided that the paint set for a leaf-painting activity could be used to paint tiger stripes as part of a role-play activity.

Children are exceptionally active and express enthusiasm and enjoyment for their learning and play. They have warm relationships with staff and readily approach them for guidance or comfort. We saw younger children happily go to carers for cuddles while in play and as they settled down to sleep. Children take immense pride from the praise and encouragement they receive. They know that staff will respond with warmth in all situations.

Children behave and interact well for their ages and stages of development. We saw pre-school children waiting very patiently to wash their hands and to choose their fruit. They happily play together or alongside each other in activities such as gymnastics, gardening, and drawing, sharing resources considerately. Children enjoy helping each other and adults. Inspectors observed a group of children carefully explaining the lunchtime routines to a new friend.

Children experience interesting developmentally appropriate opportunities that promote their all-round development and enable them to confidently follow their own interests. They spend considerable time outdoors engaged in active play. Pre-school children enjoy climbing and moving around varied height wooden apparatus, while babies and toddlers develop their motor skills through a variety of lower-level resources. Older children take great interest in their nursery garden and eloquently shared their understanding of composting with inspectors.

Children are encouraged to eat independently using knives and forks, with older children also serving themselves water. Children help staff to tidy up. For example, we saw children tidying away bean-bags as part of a game, giving each other high fives for successfully getting them into the basket. This could be further developed to increase children's independence and feeling of pride in their nursery as their own environment.

Care and Development

Good

Staff follow procedures that are in place to ensure that children's health and safety is prioritised. They understand their responsibilities to protect children and identify and proactively manage risks. Inspectors identified that some staff require more knowledge of external safeguarding agencies. Since the inspection, management have put in place additional resources and guidance to ensure that staff know the procedures to share safeguarding concerns outside the nursery. Accidents, incidents and medicine provision are recorded and monitored very effectively. Clear information relating to children's allergies is in place and accessible to all staff. Over half of the staff have paediatric first aid training. Effective hand-washing procedures are implemented using sinks inside and outside and baby wipes for hands and faces.

Staff care for children in a kind and relaxed way, offering consistent praise and encouragement to children. The interactions are positive demonstrating kindness and warmth. They are polite and friendly and treat each other with respect. Staff support children understanding of the importance of positive behaviour and working and playing nicely together. For example, when playing together on a glue raft, a staff member carefully explained "*The reason is that if we pour too much on it will run onto the floor,*" which led the children to discuss the impact of this.

Clear and detailed behaviour management policies are in place and staff consistently implement positive behaviour management strategies. Any incidents of challenging behaviour are documented, tracked and analysed. If required, the setting creates a behaviour plan to ensure that all staff are aware of triggers and how they can be minimised, and incidents managed.

Staff encourage children's curiosity well, letting their interests lead play and learning. Staff use 'in the moment' planning to ensure that all activities meet the children's interests. For example, as children had shown an interest in tigers, staff put up large paper sheets for the children to paint one. Staff conduct observations and track development appropriately. They monitor and evaluate the effectiveness of this and then amend their methods of recording accordingly. Each child receives a speech and language assessment on entering the nursery and their progress is monitored to identify any intervention required. Parents receive regular updates via an electronic app and a summer report detailing the 'next steps' for their child's development. Children with additional learning needs are well-supported through effective links with external agencies.

People who run the setting ensure that the environment is safe and secure. People access the setting through a secure keypad system and records evidenced that visitors are expected to sign into the service. Managers produce risk assessments that, in the main, effectively identify any safety issues that need to be considered. Staff complete daily safety checklists to ensure that any issues that arise on a day-to-day basis are identified and addressed. This includes kitchen and food preparation records. Leaders addressed minor issues identified during the inspection promptly. Records show all regular and routine maintenance checks for the building and appliances are completed.

People who run the setting provide spacious facilities for children's care and activities. The environment is adapted to provide well thought out areas of high quality. They ensure all areas are welcoming, clean and well maintained. There are two units for the care of the under twos and over twos. Both units have good facilities for eating, sleeping and toileting. Children in each unit have access to the outdoors from their areas. The outdoor areas are well thought out with different areas and shelters, providing all weather access to interesting activities and physical exercise in the fresh air. The over twos outside areas are accessible throughout the day and children highly value their time outside, showing great enthusiasm, moving around the well-equipped areas with ease.

People who run the setting provide and maintain an extensive range of exceptionally good quality, natural and real life resources, such as pots, pans, and crockery. Staff in each unit ensure that it is a rich environment for play and learning. Children can access toys easily, which supports their independence. Furniture and resources in all areas are plentiful, of a high standard, and appropriate for the stage of development of the children. They promote curiosity and discovery. Children use the outdoor space for active play and it provides children with very good opportunities to extend their learning and development.

Leadership and Management

Adequate

People who run the setting are skilled and experienced. They generally manage the service well but there are improvements required to ensure that the regulations and national minimum standards (NMS) are always met. The statement of purpose is comprehensive and provides parents with the clear information about the service, so they can make an informed decision about its suitability for their child. People who run the setting maintain detailed policies and procedures, which are reviewed and updated as and when required. Some, such as the Lost/Missing child policy have been updated recently. Staff maintain good records, such as children's personal information about their individual needs, accident records and records of medication administered. However, attendance records for staff are not clear as there are multiple recording systems in operation, which can cause confusion. This was discussed with the responsible individual and a clear system for recording attendance is being implemented.

People who run the setting have suitable self-evaluation procedures in place. They conduct an annual review of their setting, consulting with parents, staff and other professionals as part of the process. Staff gain children's views about activities by speaking with them or observing how they react. They produce a report of the findings of their annual review and this includes an action plan of any improvements identified. People who run the setting complete the self-assessment of service statement (SASS) well and submit it, when requested, to Care Inspectorate Wales. There is a suitable complaints policy in place, should parents want to raise any concerns about the setting.

People who run the service maintain staff files very well, evidencing that all relevant checks are undertaken to ensure staff are suitable to work with children. There is a clear system in place to ensure that staff's Disclosure and Barring Service checks (DBS) are up to date. There are good opportunities for staff to receive training as required. People who run the service do not always deploy staff effectively to ensure that there are a suitable number of staff working to maintain the recommended staff:child ratios in all areas of the setting. Records of staff attendance are not always clear. This is a matter of non-compliance with the regulations. However, we have not issued a priority action notice on this occasion as the responsible individual provided us with assurances that this matter would be addressed immediately, and they would monitor staffing at the setting. Therefore, an area for improvement has been made and this will be followed up at the next inspection. All staff receive regular one to one supervision and an annual appraisal. Staff meetings promote the sharing of good practice and updates to policies and procedures. Staff told us that they feel supported and valued at the setting. They said that the management team are always available and helpful with any queries they may have. Staff have access to a 24/7 support scheme and some staff are trained to offer mental health first aid.

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 an electronic communication app, daily verbal conversations, email and newsletters. CIW has received information from parents, showing that they are 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, receiving support and financial grants during the Covid-19 pandemic. They have worked closely with the public health department and consulting with them effectively during the Covid-19 pandemic. They have support from health visitors and other health professionals regarding any specialist care needed.

Recommendations to meet with the National Minimum Standards

No recommendations have been made as the provider made a number of improvements to policies and documentation during the course of the inspection.

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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27	There have been occasions when staff:child ratios have not been maintained in line with recommendations in national minimum standards. The systems to record staff attendance were unclear.	New
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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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