



Inspection Report

Sunnybank Childrens Nursery Limited

**Sunnybank Nursery
3 Stow Park Avenue
Newport
NP20 4FH**



Date Inspection Completed

09/05/2024

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About Sunnybank Childrens Nursery Limited

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Sunnybank Childrens Nursery Ltd
Registered places	83
Language of the service	English
Previous Care Inspectorate Wales inspection	30 March 2023
Is this a Flying Start service?	Yes
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.

<u>Well-being</u>	Adequate
<u>Care and Development</u>	Poor
<u>Environment</u>	Adequate
<u>Leadership and Management</u>	Adequate

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

Summary

Almost all children are happy and enjoy their time at the setting. They develop trusting relationships with staff as they know most of their needs will be met. Children behave and interact appropriately for their ages and stages of development. They have many opportunities to develop skills for independence.

Many staff are kind, caring and interact well with children. They plan appropriate activities and have suitable systems to track children's progress. Many staff understand and implement some of the setting's procedures, but they do not consistently maintain appropriate hygiene procedures and identify risks.

People who run the setting have created an environment that is largely appropriate. Both the indoor and outdoor environments are equipped with well-maintained, varied resources and furniture. Improvements are required in relation to toilet facilities for toddlers.

The leadership and management of the setting is appropriate in most areas. Leaders have recently developed their policies and procedures and review their service annually. Staff are employed in line with safe recruitment procedures and sufficient numbers of staff are deployed to care for children. However, we identified areas of ongoing non-compliance regarding the training and monitoring of staff.

Well-being

Adequate

Children have opportunities to make choices and influence the direction of their play. When in the outdoor environment, children confidently collect resources from a shed and use them in a way that interests them. They move freely between areas of the garden and use the indoor areas as they wish. Older children have opportunities to choose their own sandwich and younger children are encouraged to make decisions about whether they would like more fruit.

Children show pride in their achievements and are delighted when staff members recognise this. They beam and shout "*I can do it*". Many children have clear bonds of affection with staff. They look to their keyworkers and other staff members for support and reassurance and usually receive this. They make requests to staff using verbal and non-verbal methods. For example, they confidently ask for "*more bubbles*". However, not all staff members respond to cues promptly and this sometimes leads to children becoming upset.

Children behave kindly and considerately, communicating effectively with both adults and their peers. Older children identify opportunities to share through offering, "*Do you want ours?*" and work well together to hold bowls for friends to pour mud to make potions. Some babies are beginning to use sharing as a way of building friendships, for example by moving across the room to give a doll to a friend. Children of all ages respond well to praise and positive reinforcement and enjoy engaging in meaningful activities led by staff.

Children are free to explore their environment and spend time on activities that interest them, which encourages them to learn and develop. Many children have regular exercise and fresh air, and highly value the time they spend outdoors engaged in active play. They have opportunities for imaginative play such as making 'tea' in a bowl with a masher and a stone. Groups of children show enthusiasm when investigating plastic animals in a water tray or digging in sand.

Children have opportunities to develop their independence skills through a variety of learning experiences and routines. Older children discuss animals and colours they see in the water tray and enjoy making bubbles. Children use the toilet independently and eat food with growing levels of independence appropriate for their age. For example, pre-school children use tongs effectively to pick up their own food from the serving table.

Care and Development

Poor

Staff follow some procedures to maintain children's health, such as allergy management and ensuring children have access to healthy meals and water. However, they do not consistently follow hygiene procedures relating to hand washing and nappy changing. Staff risk assess some activities, but they do not consistently identify risks to children in the environment and in their routines. This is having an impact on children's health and well-being and placing them at risk. We have therefore reissued a priority action notice that was issued at the last inspection. The provider must take immediate action to address this issue.

Staff have a suitable knowledge of safeguarding procedures and people who run the setting make and record referrals appropriately. They record accidents, incidents and pre-existing injuries in good detail and follow suitable procedures to administer medicine and record this. However, staff do not consistently check on sleeping babies in line with the setting's procedure. People who run the setting carry out fire drills and make some records of this, although they don't note the time and day of the week to track all children have been present to experience drills. Attendance of staff and children is recorded, although cover staff do not sign in and out of rooms they work in. Staff supervise children appropriately while at play. There is an appropriate number of staff members with paediatric first aid training to ensure first aid can be given promptly.

Almost all staff care for children in a kind and relaxed way. Some staff engage well with children to interest them in activities and develop children's understanding. For example, they ask "*Do you know how many legs an octopus has?*" or ask a child what flavour 'ice cream' they have. Staff use appropriate methods of calming unsettled children such as giving cuddles or distracting them with a toy they like. Staff manage behaviour in line with the setting's policy through gentle reminders such as "*Walking feet please.*" or "*We use kind hands, don't we?*"

Staff plan a range of stimulating activities based upon children's interests. They make regular, purposeful observations to track children's progress and identify next steps in their development. They share these observations with parents via a communications app that they also use to provide daily information such as nappy changes, sleep and food eaten.

Environment**Adequate**

The setting is in a three floor building. Access to the setting is via a bell and gates to the rear and side are secured with bolts. People who run the setting have developed their process of risk assessment since our last inspection and they involve staff in the risk assessment process. While the scope of these is now greater, a broader coverage of risks within specific areas and activities is needed. People who run the setting have undertaken a full fire risk assessment for the building and ensure firefighting and detection equipment are tested regularly. All routine maintenance checks for the building are undertaken in a timely manner and insurances are in place. However, some repairs to a fire exit are needed.

People who run the setting have improved the environment through painting and new flooring in the building and developing the outdoor area. The playrooms are well decorated with neutral colours to create a calming environment for children to learn and play. The outdoor area has appropriate flooring and fencing to ensure children can play safely. A wooden shelter provides opportunity for children to play outside in all weathers. The layout of the playrooms supports children to move around freely. Furniture is appropriately sized and well-maintained. Wall displays include the children's artwork which celebrates their achievements, giving them a sense of pride and belonging. Babies have access to a designated sleep room suitably equipped with cots and blinds to create an appropriate sleeping environment. Toddlers can sleep quietly on mats in one of the playrooms while others play in an adjacent room. Toilet and changing facilities are appropriate in pre-school and baby areas. However, the positioning of a changing table in the toddler area does not allow for children to fully access sinks for handwashing. There were insufficient numbers of toilet seats and toilet rolls available for children's use and their privacy and dignity was not afforded due to children toileting in an open room together. These are areas for improvement, and we expect the provider to take action.

People who run the setting provide good quality, age-appropriate resources. Staff store them at low-level, so children can access equipment independently. Resources are varied and stimulate children's interests appropriately. People who run the setting have recently set up focused block play areas to provide designated spaces for children to develop their creativity and imagination. Pre-school children have access to an interesting range of ICT resources and there were items that reflect our diverse society in some rooms. The outdoor area includes a range of quality resources which offer further opportunities for learning for children of toddler age and above.

Leadership and Management

Adequate

Since our last inspection, the setting has been taken over by a new Responsible Individual who works alongside the existing Person in Charge. People who run the setting have reviewed and developed the setting's policies and procedures. However, further improvements are required for a number of regulatory policies. The statement of purpose provides an accurate picture of how the service runs. The setting is mainly organised and has an adequate record keeping system in place for children. People who run the setting analyse accidents and incidents to identify any trends and actions required. The nursery vehicle has valid insurance, tax and MOT. People who run the setting communicate required information to Care Inspectorate Wales.

People who run the setting carry out an effective annual quality of care review of the service. They identify actions taken through the year and set clear targets. People who run the setting obtained the viewpoints of parents but did not reflect this in the review and staff were not consulted. There is a clear complaints procedure in place for parents, but this does not include details of how older children can raise a complaint.

People who run the setting carry out appropriate checks to ensure staff are suitable to work with children before they take up their post. New staff undertake a six-month induction. Staff members receive annual appraisals and regular supervisions to discuss their performance and raise any concerns. However, these are not sufficiently stringent to equip staff with the skills to identify risk and to understand the importance of following procedures. This is an ongoing area for improvement, and we expect the provider to take action. People who run the setting ensure there is always enough suitably qualified and experienced staff present to care for children. All staff have up-to-date Disclosure and Barring Service checks in place. Staff we spoke with told us that they feel listened to and supported.

Parents we spoke with were generally positive about the care with the variety of food provided being a positive identified. However, several parents expressed concern regarding staff turnover and requested more open communication when concerns are raised.

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
25	The provider must ensure all staff understand nursery procedures and are able to assess risk and identify emerging risks effectively.	Not 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
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37	The provider must ensure the toileting facilities are well-maintained and afford children privacy and dignity.	New
29	The provider must ensure all staff receive appropriate induction, training and supervision so that they can care for children in a consistently safe manner.	Not Achieved
31	Ensure that information regarding any significant event is shared with CIW.	Achieved

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 4 - Meeting individual needs	Ensure children's verbal and non-verbal cues are responded to promptly.
Standard 5 - Records	Ensure cover staff sign in and out of rooms to provide an accurate record of who is caring for children at all times.
Standard 24 - Safety	Review sleep procedures and ensure all staff follow them.
Standard 24 - Safety	Broaden the coverage of room and activity risk assessments.
Standard 18 - Quality assurance	Reflect the viewpoints of staff and children in the annual quality of care review.

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)
Review all regulatory policies regularly.
Create a complaints policy for children.

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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