



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

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**Children and Families (Wales) Measure 2010
Child Minding and Day Care (Inspection and Information for Local
Authorities) (Wales) Regulations 2010
The Child Minding and Day Care (Wales) Regulations 2010**

Inspection Report

Belle Vue Nursery Ltd

**Belle Vue Nursery
Belle Vue Road**

**Cwmbran
NP44 3LF**

**Type of Inspection – Baseline
Date of inspection – Wednesday, 30 September 2015
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Summary

About the service

Belle Vue Nursery is registered to care for up to 72 children from birth to under eight years of age. The nursery offers full day care, sessional care as well as care before and after school and during school holidays. The business is a family concern and there are two Registered Individuals (RI) although they employ a manager who manages the setting on a day to day basis.

The operational hours are Monday to Friday 7.30 am to 6pm throughout the year with the exception of bank holidays and the nursery closes for one week over the Christmas period. Care is provided through the medium of English with the use of some incidental Welsh.

What type of inspection was carried out?

This was a scheduled, unannounced baseline inspection. We considered all four quality themes.

The following methodology was used to inform the report:

- observation of the staff, their practice and routines on the day of the inspection
- a review of a sample of documents, records, written procedures and policies
- discussion with staff, children, Person In Charge (PiC) and the RI
- a visual inspection of the nursery

What does the service do well?

During the inspection we found areas of consistent good practice.

What has improved since the last inspection?

Recommendation raised at the last inspection was satisfactorily met.

What needs to be done to improve the service?

There were no compliance issues identified at this inspection. However, good practice recommendations were made for the provision to improve the services:

- promote a homely experience for babies during mealtimes by ensuring that staff are able to feed the children on a one to one basis
- extend all observation and assessment records to consistently record children's next steps in order for parents to be fully informed of their child's progress

Quality Of Life

Overall, we (CSSIW) found that children were cared for in a setting that provided a range of activities and play opportunities, which supported their natural curiosity to explore.

Children have opportunities for freely chosen, unstructured and self directed play. The layout and furniture within the nursery enable children to follow their own interests and experiment with a variety of toys and natural resources. Our observations showed that children were empowered to discover and learn in a relaxed environment. Staff were on hand to extend their learning through careful questioning and through general conversations. We observed the Pre-school children had a good balance of child initiated and adult led activities throughout the day. They were encouraged to access toys, resources and activities freely. The children were observed learning through play under the guidance of skillful staff, which made the most of informal opportunities to extend the development of the children. For example, we noted the older children were skillful building structures using wooden bricks. We heard children negotiating with each other about balancing each brick they laid. Staff supported them with encouragement and initiated counting the bricks so that each child had an opportunity to add to the structure they had decided to build. This activity helped children to be creative, problem solve and play co-operatively.

Children had a sense of wellbeing and achievement; they were positively occupied and stimulated by activities offered. We noted that the under 2's group had a variety of sensory play activities that were freely accessible to the children. These included musical instruments, wooden puzzles, construction toys and soft books. Most of the furniture is designed at child height. The staff told us that it is the ethos of the nursery to provide natural resources where available. These activities encouraged the children to learn to share and play together. Children were active, positively occupied and stimulated. There was plenty of space both indoors and outdoors for children to move around and interact with both their peers and the environment. On our arrival we noted that the pre-school group had been playing outside using the climbing furniture, playing with balls and running around burning energy.

The children's needs are met through appropriate observations and planning. The activity planning was linked to the seven areas of learning and staff were developing a good understanding of the outcomes for children. We examined a sample of the planning and discussed the changes they had implemented with the PiC, RI and some staff. The time invested in undertaking research to improve the quality was evident. There were links between the planning and children's profiles. These contained an entry profile, children's anecdotes or art work and photographs. However, children's next steps were not clearly identified so that parents can see their child's progress easily.

Children are supported to deal with difficult feelings and are helped to develop coping strategies during times of change. A key worker system is in place which aided staff to get to know their key children well and understand their characters. Settling in procedures were also in place which supported both staff and children in this process. We saw younger children who became unsettled were given cuddles and reassurance. Staff were responsive and children approached them frequently. We observed a member of staff explaining to the older group about why certain behaviour were not sensible and encouraged children to apologise before continuing in their play. This was undertaken in a calm manner, using simple, easy to understand language. Time was taken to ensure the children understood the explanations given. There was generally a relaxed and unhurried feeling to care provided which created a warm and relaxed atmosphere.

Children's good health is practiced and promoted suitably because staff are aware of the importance of good hygiene procedures. Older children were observed taking turns to visit the toilet to wash their hands before lunch time. We observed the children during lunch times, older children sat in their base room in a designated area for meal times. We observed children helping to set the table with plates, cutlery, cups and saucers for their drinks. Older children were encouraged to clear away after meal times. Staff told us that the children help by washing up their own plates and cutlery. This fosters children's independence and teaches them good life skills. We also observed the baby room during lunch and they seemed to enjoy their food. However, we noted that staff were feeding more than one child at a time. This limits closer bonding opportunities with their key children.

Quality Of Staffing

Overall, we found children were cared for by staff who were motivated and keen to provide a good standard of care.

Children benefit from competent and confident carers who meet their needs. There is a system in place to monitor staff training needs and the nursery provides staff with opportunities to up date their knowledge. We examined some staff files and found these included copies of existing qualifications and evidence of training was also recorded. The staff supervision records examined encouraged staff to think about further development.

Children's needs and expectations are anticipated. A key worker system is in place and staff have developed relationships with the children they are responsible for. We observed a member of staff on duty at the front desk was seen to hold in depth conversations with parents as they dropped off their children. We saw the staff recording information that had been gained from parents on the nursery system and in a communications book which was shared with all relevant staff.

Children benefit from continuity of care. This is because there is a consistent staff team in place. Children were able to form relationships with those who cared for them as they saw familiar faces each time they were in the care of the nursery. Our observations showed staff were familiar with the children in their care and we saw children were relaxed around the adults caring for them. At busy periods and during transitional arrangements such as going into the garden, the apprentices would assist each group as additional support.

Children receive timely care and support. The nursery operates their service in line, or above the recommended staff to child ratios outlined in the National Minimum Standards. Our observations showed that children were quickly comforted and attended to by staff. For example, one child had become upset in the 'Tweenies' group as they were fairly new to the nursery, they were immediately given a hug and reassurance by their key worker. The reassurance given to the child helped them to settle and they continued with their routine. We also saw a member of staff comforting a baby who again was new to the nursery. The baby was placed on the member of staff's lap and given a hug until they were ready to return to play.

Quality Of Leadership and Management

Overall, we found that the nursery is striving to provide a quality service for parents and were keen to continually improve their standards.

Parents and their children are actively involved in defining and measuring the quality of the service. There are systems in place to capture feedback from parents on an informal and formal basis. We saw evidence that the nursery had consulted with parents, staff and children to inform their Quality of Care report which would aid the nursery to provide a detailed overview of feedback and actions taken.

Parents have all the information they need to make an informed choice about using the service. This is because the nursery has a clear Statement of Purpose and provides the parents with plenty of relevant information before they agree a contract. We saw some key information was provided in the foyer and corridors. This included policies, certificates and staffing information along with other useful child care information. We examined a sample of children's contracts and found these contained all relevant information required and additional information for parents.

Parents can be confident that the provision is well run through good leadership and management. This is because the management is open and receptive to feedback and reacts promptly to address any areas of development. The manager showed a good awareness of the regulatory requirements and we found most documentation was well organised and reviewed regularly. We examined a sample of policies and procedures as part of the inspection and found these were up to date and relevant. Other documentation viewed included registers of attendance, fire drill logs, accident forms and staffing sheet. These were completed well, easy to understand and showed where action had been taken. Staff employed to work at the setting were all in receipt of a Disclosure and Barring Service(DBS) check and the relevant pre-employment checks prior to starting.

Quality Of The Environment

Overall, we found that children were cared for in a warm and welcoming environment, which provides plenty of flexibility and space for all children.

Children are cared for in a comfortable environment that is suited to their needs. The nursery is furnished with age appropriate furniture and sectioned into areas to stimulate their interest and imagination. The layout and resources supported children's natural ability to explore and investigate. We saw pre school children were provided with appropriate cutlery to allow children to develop independence at meal times.

Parents can be confident that the premises are safe and well maintained. There are systems in place to monitor and reduce risks. We examined the daily risk assessments sheets and found these to be satisfactory. The nursery benefits from a secure door system which prevented anyone from accessing the premises unsupervised. On arrival we were asked to sign in a visitor's record which was regularly used and recorded all visitors to the setting.

Children can explore freely inside and outside with supervision. The outdoor area is accessed via the front entrance door which leads to one of the enclosed garden areas. Once outside the children were free to play and explore with supervision. This area contained climbing equipment, some small world toys and wheeled toys. Each nursery group had a dedicated outdoor facility which children use through timetabled session within the day. The nursery also benefits from having access to an onsite maintenance person who deals with any arising issues that staff have reported on.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.