

# **Care and Social Services Inspectorate Wales**

## **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**

#### **Little Angels Day Nursery**

9 Claremont Road  
Llandudno  
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## **Introduction**

Little Angels Day Nursery is situated in a quiet residential area close to the town centre in Llandudno. The nursery has been open for many years, but this is the first inspection under the new owner and Registered Person, Karen Parmar. Karen is also the Person In Charge/ nursery manager, and she is supported by two Deputy Managers, Beverley Sargent and Jessica Jones, who are well qualified and experienced in child care and have worked at the nursery for many years.

There are three main playrooms, all on the ground floor, where children are grouped according to age and ability ;– babies, toddlers and pre-school. An enclosed area to the rear of the premises is used for outside activities and the little ones are regularly taken out for walks.

Care is provided for up to 25 children, most of whom are under the age of 4 years. The nursery opens Monday to Friday, 8am - 6pm. English is the main language used, with Welsh encouraged through play. The nursery offers a service taking children to, and collecting them from, local schools.

This was an unannounced scheduled inspection.

## **Inspection methods**

This report is based on:

- Written information from the provider – the returned service data and self assessment pack
- Examination of written policy and procedure documents
- CSSIW parent questionnaires – 9 returned on behalf of 11 children
- CSSIW staff questionnaires - 5 returned
- Discussions with the members of staff who were present
- Interaction with the children
- Observation of the activities, interactions and procedures on the morning of the inspection visit.

## **Summary of inspection findings**

### **What does the service do well?**

- Children were happy and confident in the care of the staff members, who provided them with an interesting variety of indoor and outdoor activities.
- Examples of the children's own creative work and photos of them undertaking activities at the nursery are displayed very well.
- Healthy eating and lifestyles are promoted.
- Good communication with parents, who are provided with lots of information about the nursery and the way it is run.
- Staff members attend training courses to improve their practice and qualifications, work well as a team, and are committed to providing a quality service.
- Children are cared for in a safe, secure and suitable environment. All of the rooms were well decorated, and looked clean and inviting.

**What has improved since the last inspection?**

This is the first inspection since registration.

**What needs to be done to improve the service?**

Ensure that the information kept about staff members is compliant with what is required by the regulations.

## Quality of life

The children were seen to be busy and interested in what they were doing throughout the time the inspector was visiting. They were able to choose what they wanted to play with from toys set out on the floor, tables and low storage units. Staff members sat with the children, playing and constantly chatting with them, giving the little ones lots of encouragement, attention and cuddles.

The babies enjoyed activity centres, books, rattles, musical and water toys. The toddler and pre-school rooms had been arranged to promote play under the Foundation Phase areas of learning. There were comfy corners to look at books, mark making tables, dressing up clothes, cars and a garage, threading and construction activities. Staff members arranged 'messy' activities, such as painting and play with jelly and flour, that children can join in with, if they like. Files are completed about individual development, and the inspector saw some wonderful photos of a toddler painting wearing only her nappy. There was more paint on the child than the paper, and she was laughing obviously thoroughly enjoying herself – great fun!

Before and after lunch children were taken outside to get some fresh air. Staff members also make the most of local facilities such as the shops and library to have a change of scenery and promote themes for learning. A staff member told the inspector that recently the toddlers had 'written' letters and had been taken to a post box where they posted them to their parents – a lovely idea.

The nursery is part of the Healthy and Sustainable Pre-school Scheme, and the three week rotating menu is approved through the 'Tiny Tums' healthy eating scheme. The interesting variety of meals and snacks are freshly prepared each day by one of the deputy managers. For lunch the children enjoyed spaghetti bolognese followed by birthday cake. The food looked and smelled delicious, children ate well, and there were alternative options available to meet individual dietary requirements. The pre-school children were encouraged to eat independently before being asked if they wanted help. Drinks of water were readily available and accessible to the children in the playrooms between meals. This is good practice.

The little ones' independence was seen to be promoted by the staff in a number of ways. They were encouraged to hang up their own coats, clean painty fingers with wet wipes, and help to tidy their toys away. Older children wrote their own names on their pictures and a photo showed a toddler having a go at spreading butter on crackers. This is good practice.

The nursery has a key worker system, which ensures continuity of care for children and parents. Information about the babies' routines were displayed in their base room and details of individual children's dietary requirements in all rooms. Staff members spoke knowledgeably with the inspector about the needs of the children in their care. The little ones were happy and confident with the staff, and readily approached them for cuddles and to sit on their knee! Staff members naturally used praise to encourage the children to be kind to each other, share toys and highlight their achievements.

## Quality of staffing

The team consists of younger and more mature staff members, who have a good range of childcare experience, and the service data form noted that the staff members were well qualified. There were sufficient staff present during the inspection visit to meet the children's needs, and to enable one to one care for the little ones at times when they needed a nappy change, help with meals or just wanted a cuddle!

Five staff members returned CSSIW questionnaires. All stated that they had received induction when they started at the nursery, as did the student on work placement from College that the inspector spoke to. They also noted that they had regular access to training, received sufficient guidance and support and, felt able to raise concerns with managers. As well as NVQ courses, training attended during the last 12 months included food hygiene, first aid, role play, health and safety, risk assessment, child protection, Tiny Tums healthy eating and Welsh language. Well done!

Parents who returned CSSIW questionnaires made many very positive comments about the staff and provision at Little Angels Day Nursery, including the following typical examples:

"I have found Little Angels to be very welcoming, with my daughter and other children to be the priority. I feel that I can trust the nursery with the well being and safety of my child, which is a very re-assuring thought for a parent"

"I am very happy with the nursery. They keep me informed of developments and I am very pleased with the progress my children are making. They both enjoy going to nursery and have learned a lot, especially Welsh. Staff are fantastic and professional"

"I am very happy with the nursery. My little girl always comes home with exciting stories to tell and lots of arts and crafts. Could not fault the nursery at all. I have felt a definite improvement in the last 6 months as I feel there is more communication between staff and parents"

"I am very impressed with the new owners at Little Angels. They have done nothing but improve the nursery and spent money on the children. I have total peace of mind that my little boy is happy and safely looked after, which is how it should be"

"I have found since my son has been attending Little Angels that he has come on in leaps and bounds. He absolutely loves attending and is always very excited going, and coming home telling us what he's been up to! The staff are all amazing and lovely, very professional."

## Quality of leadership and management

The Registered Person places great value on working in partnership with parents and staff members, good communication, and involving them to develop and improve the quality of care at the nursery.

Parents are provided with plentiful information about the way Little Angels Day Nursery is run and what the children do each day. There is a pack for new parents, which includes details about care of the children, staff members, policies and procedures. Daily sheets about time spent at nursery are completed for each child up to the age of three, and older if parents require. Notice boards in the reception area are used to display information such as the certificate showing conditions of registration, sample menus and newsletters. There are also beautiful displays of the children's creative work and photos of them under-taking different activities all around the setting.

Feedback has been sought by talking to parents, as well as a suggestions box for comments. Team meetings are held with the staff. A formal review of quality of care – seeking the views of the children, parents, staff and other organisations involved with the nursery - followed by a report about the review, as is required by Regulation 16, has not yet been completed.

One parent noted on the CSSIW questionnaire:

“I voiced a concern and thought it was handled professionally with my daughter's well-being priority throughout”

It is good practice that parents feel able to raise issues with staff members, and are satisfied with the way they are dealt with.

## Quality of environment

Little Angels Day Nursery is based in a converted three storey house, with the children cared for on the ground floor. All areas of the building were a comfortable temperature, looked clean, well decorated and were attractive and welcoming for children and parents!

There was sufficient space and the Registered Person had purchased lots of new toys and equipment to enable the staff to provide a range of stimulating and interesting indoor and outdoor activities.

The premises were secure throughout the inspection visit. A CCTV system was being installed to monitor the rooms and promote the safety and well being of the children and staff members.

Policies and procedures are in place to ensure the safety of the children within the setting and on outings. Staff members told the inspector that they are required to read these as part of the induction process, and the inspector observed that induction forms had been signed to confirm this. Parents who returned CSSIW questionnaires were very positive in their comments about health and safety at the premises.