



Inspection Report

Little Steps Childcare Centre Ltd

**Bro Tawe
Ffordd Yr Afon
Ystradgynlais
SA9 1BU**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

22/04/2021

Welsh Government © Crown copyright 2021.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Little Steps Childcare Centre Ltd

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Little Steps Childcare Centre Limited
Registered places	52
Language of the service	English with incidental Welsh
Previous Care Inspectorate Wales inspection	This is the first inspection post registration
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	This is a nursery that is working towards the 'Active Offer' of the Welsh language.

Summary

Children are confident communicators. They have good choices and make effective decisions about what affects them. Children's interactions are consistently good and they express enthusiasm and enjoyment in their activities. They feel settled and safe, forming strong bonds of affection with nursery staff. Children develop very good independence skills.

Nursery staff fully understand and implement policies and procedures to keep children safe. They provide positive interactions with children and make them feel valued and happy. Nursery staff ensure children's needs are fully met. They plan and prepare activities, which promote independence and individual progress.

People who run the nursery have comprehensive and very effective measures resulting in a safe and secure environment, which is well maintained indoors and outdoors. They ensure the environment meets the needs of children and enables them to access a good range of age and stage appropriate resources both indoors and outdoors to stimulate children's imagination and interests.

People who run the nursery have an innovative vision for the service. They maintain and update comprehensive policies, procedures and records regularly. They efficiently and consistently implement improvements for the service. People who run the nursery implement effective recruitment processes and professional development for nursery staff. Partnerships and engagements are excellent.

Well-being

Children are very good communicators. They confidently express their needs verbally and non-verbally. Young children express their needs by putting their arms around familiar nursery staff for comfort and smile at familiar staff. Older children express their choices by telling staff they want more food, and tell them their dislikes of certain foods offered. Children confidently help themselves to resources in order to engage in physical and imaginative play outdoors. Children make choices freely and confidently during free-play sessions. They help themselves to paint brushes, trikes and loose parts.

Children are settled and happy. They cope with separation from parents extremely well and have strong bonds of attachments with their key workers. Young children smile and embrace nursery staff after waking up from sleep. Older children approach nursery staff for support to create ramps and slides.

Children feel a good sense of achievement and high self-esteem because of positive interactions with nursery staff. They are very excited and happy when they receive stickers for writing their names and praise for eating their foods. Children celebrate their achievements when they successfully create ramps for their cars and scooters. They help each other ride the toy cars and celebrate their friends' achievements. Children are polite towards the nursery staff. For example, thanking them after having more rice and curry for lunch. Children engage in activities enthusiastically and have fun completing tasks and activities. They thoroughly enjoy exploring the muddy planters and make good use of the mud kitchen to make their mud cakes. Children shout and wave with enjoyment as they climb the pirate ship during role-play outdoors with their friends. Young children laugh as they enjoy singing phonics songs with nursery staff.

Children experience a variety of age/developmentally appropriate opportunities that promote all-round development. During morning snack times, children use tongs to help themselves to fruit, whilst some children butter their own crumpets. Children have access to water stations during outdoor and indoor play, and during lunchtime. During messy play outdoors, children help themselves to wellies and aprons and place them back in the correct place. Children from a young age use forks to feed themselves during lunchtimes.

Care and Development

Nursery staff understand and implement policies and procedures to promote healthy lifestyles and personal safety. They adhere to and implement the protective measures guidance during the Covid-19 pandemic with new policies and updated risk assessments. Nursery staff follow daily cleaning routines and keep daily records. They wash their hands before assisting children at meal times and ensure all children have washed their hands before eating. Nursery staff follow the policies and procedures for nappy changing ensuring surfaces are clean, changing PPE and washing hands between each nappy change. Nearly all nursery staff have paediatric first aid, food hygiene and safeguarding certificates which are current and in date. Nursery staff fully understand policies and procedures to protect children. They demonstrated their understanding whilst discussing possible child protection and safeguarding scenarios. There is a robust and safe handover to parents where nursery staff supervise children carefully. Staff understand and implement the safety procedures to follow, and safety checks are complete. However, prior to the inspection, these procedures were not fully followed during an isolated incident at pick up time. Nursery staff speak positively about the safety alterations made since the incident and they demonstrate a commitment to on-going improvement for the benefit of children. Relevant records of accidents, incidents and medication with relevant signatures are in place. Nursery staff ensure any allergies and intolerances of children are displayed within the kitchen area.

Nursery staff fully understand the behaviour policy and implement consistent positive behaviour strategies for children. They reward children with stickers for eating well and for drawing pictures and writing words and names. Nursery staff praise children for using their manners telling them "*Well done, excellent manners!*" They are good role models. They encourage children to say 'please' and 'thank you' for foods and resources given to them. Nursery staff show respect towards children when they fall over and support children when they find sharing a toy car difficult. Nursery staff come down to the children's level and talk the children through it quietly, using strategies to distract the children with other resources to keep them happy and entertained.

Nursery staff have a good understanding and knowledge of the children's developmental needs. They plan according to the children's abilities, make observations and use these as the next steps in children's play and learning. Nursery staff use their planning effectively and consider the children's ideas when planning for activities. For example, the children's ideas for the 'Queen's Birthday' theme are displayed, and the activities actioned during the week. Nursery staff encourage bilingualism. They use oral Welsh vocabulary and phrases throughout the nursery, such as names of farm animals and colours.

Environment

People who run the nursery have effective measures in place to ensure that everyone understands their responsibilities in relation to the welfare and safety of children. During the Covid-19 pandemic, there are extra sanitising stations and routines in place in accordance with their policies. For example, parents do not enter the building and staff wear masks to greet parents and guardians. The environment is safe, secure and well maintained indoors and outdoors. People who run the nursery have effectively organised cleaning routines that reflect good infection control practices. They regularly update robust general and fire risk assessments and maintenance records. However, the car and outings risk assessment and policy is not comprehensive. The entrance to the nursery is secure. A buzzer system is used and nursery staff welcome the children at the gates outside the nursery.

The nursery is very welcoming with displays of children's work. The toilets and changing facilities are accessible and clean, providing appropriate privacy and dignity for children. The furniture and equipment are suitable for all ages and stages of development and there is plenty of space for children to socialise and move around.

People who run the nursery effectively organise the resources and toys. They provide stimulating resources for all ages and stages of development to develop personal and social, language and mathematical skills through sensory play, imaginative and creative play, small world, physical play and role-play. Welsh and English books are available for children. However, resources do not always have pictures and bilingual labels. There is an excellent large outdoor area, which gives interesting and exciting opportunities for children to develop their independence through play. They have a range of loose parts, trikes/scooters, gardening area, climbing and a mud kitchen with plentiful resources.

Leadership and Management

People who run this nursery have an innovative vision for the future, which they share with staff, parents and guardians. They comply with regulations and national minimum standards (NMS). They successfully embed their policies in the running of the nursery, and this is very evident during Covid-19. People who run the nursery manage their staff very well and ensure they are deployed in an organised way. As a result, staffing ratios and children's needs are fully met.

People who run the nursery manage staff in an effective way. They conduct regular supervisions and appraisals to ensure staff are kept informed and identify training needs. Staff speak highly of the people running the nursery, and tell us they feel a like a family unit. People running the service are proactive in keeping up to date with current best practice, fulfilling the requirements of the Welsh Government's Food and Nutrition guidance for childcare settings. Nursery staff have completed all mandatory training including Adverse Childhood Experience (ACE) training and the prevent duty in relation to radicalisation and terrorism activity. People running the nursery consistently audit and successfully keep records up to date. All staff have current Disclosure and Barring Service checks. People running this nursery engage with Care Inspectorate Wales (CIW) and other organisations in a timely manner. People who run the nursery understand their roles and responsibilities. They quickly identified the changes needed to improve safety practices to ensure the safety of children. This followed an incident whereby a member of staff failed to supervise a child appropriately at the end of a nursery session.

The self-evaluation and operational plan is purposeful and is a tool for creating an action plan, which is continuously monitored and audited by people running the nursery. They gather and review views of nursery staff, parents and children in order to create targets and changes for the nursery. People who run the nursery consistently follow timely and robust recruitment process before staff begin at the nursery.

Partnerships are excellent. People who run the nursery provide a monthly newsletter for parents. They include information on staffing arrangements, operational changes during Covid-19, special celebration days and learning opportunities for children. Parents of children using the nursery highly commend the service. They told us that they are extremely happy with the nursery managers and staff. They feel fully informed of changes to the service. They feel that communication between the managers and nursery staff with parents are brilliant. Parents strongly feel that children's educational and individual needs are fully met.

Recommendations to meet with the National Minimum Standards

R1. Ensure that there are bilingual and photographic labelling for resources

R2. Ensure there are risk assessments for school runs and journeys

R3. Ensure all nursery staff continue to follow the setting's procedures regarding the collection of children

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
------	--

Areas where priority action is required

The responsible individual must ensure that all staff closely supervise children at nursery pick up time.	Regulation 20 (1) (b)
---	-----------------------

We found there had been a risk to children's wellbeing. Therefore, we have issued a priority action notice and expect the provider to continue to monitor and follow the immediate steps taken to address this.

Areas where improvement is required

None	
------	--

Date Published 06/07/2021