



Inspection Report

Glangwili Day Nursery

**Glangwili General Hospital
Dolgwili Road
Carmarthen
SA31 2AF**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

21/11/2022

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About Glangwili Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Willow Daycare Limited
Registered places	42
Language of the service	English
Previous Care Inspectorate Wales inspection	8 March 2021
Is this a Flying Start service?	
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

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

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

Summary

Children are generally settled, happy and confident at the nursery. They interact positively with those around them and experience adequate opportunities to play and explore their environment. They make some choices in relation to how they spend their time. Children have some opportunities to develop their independence skills.

Nearly all staff are kind and caring towards the children. Most work confidently and appropriately. Nearly all are aware of their responsibilities to safeguard children, however they did not follow all the service's policies consistently, for example hygiene practices. Most staff are good role models. Staff offer some interesting activities and engage appropriately with the children in their chosen play activities.

The environment is generally clean, tidy and well maintained. It is safe and secure following changes made after our visit. There is ample space both inside and outside for children to play and learn. The resources provided for younger children are age appropriate and of good quality. However, resources for the older children are limited. People who run the service organise the environment adequately to ensure children can access a range of toys, resources and equipment.

Leadership and management at this nursery is developing. People who run the nursery have made an effort to implement improvements in areas of their practice, however they are not fully compliant with regulations. We have also made some recommendations for further improvement. These are summarised at the end of the report. Care Inspectorate Wales will continue to monitor the setting to ensure they sustain improvements and compliance.

Well-being

Adequate

Most children are confident communicators as their wishes, needs and feelings are considered by most staff. Children make decisions and choices about what they want to play with. For example, across all age ranges, children chose which resource or area they wanted to explore. Nearly all children's choices are respected. For example, a child expressed that they did not want to join in with jumping in puddles outdoors. Most children are generally happy and settled. We saw some children smiling and laughing during their play.

Nearly all children are familiar with the routines and have developed good relationships with staff and other children. Most of the younger children have strong bonds with staff and rely on their key worker for a great deal of support and comfort. Nearly all staff respond to children in a warm and sensitive manner, *'It's okay darling.'* Most children generally interact well with each other. We saw a young child cuddling another child in the under-two's area, and older children sharing a bowl and filling it with water outdoors. Children behave well and are familiar with the routines of the nursery. They play and interact with each other in ways that are appropriate for their ages and stages of development. Older children are beginning to learn to be sensitive to the needs of others. We heard an older child apologise to another child when they fell as they played with a cushion. Younger children play contentedly alongside each other as they access the play kitchen and explore sensory toys.

Children engage well with their chosen activities and are developing concentration skills. They benefit from a basic range of activities and resources both indoors and outdoors. For example, a tuff tray with flour was used to create and form shapes. We heard children naming various colours and recognising numbers as they took part in an activity with a staff member. Babies and toddlers could freely access a range of toys. During the inspection, older children had access to the outdoor space. The under two's outdoor area was out of bounds throughout the inspection.

Most children are confident to move around the environment making independent choices as to what they want to play with. Children have some opportunities to develop their independence, for example a helper assists to distribute plates and cutlery at lunch time. Most children across all ages are supported and encouraged to feed themselves. We also saw some children attempt to wear their wellingtons in preparation for outdoor play.

Care and Development

Adequate

The people who run the nursery work relatively well with staff to keep children safe and healthy. Safeguarding policies and procedures are in place. These have been further developed following our visit by ensuring the correct procedures are displayed around the nursery. Nearly all staff spoken to are aware of their responsibilities and know what to do if they have any concerns about children or the adults in the nursery.

There are systems in place for managing and recording accidents and incidents as well as any medication administered. Nearly all records sampled, apart from one incident record, had been consistently completed and signed by staff and parents. There are sufficient staff with a paediatric first aid qualification and first aid kits are available.

Staff do not always follow appropriate hygiene procedures, for example staff do not wash their hands before assisting children at mealtimes, following nappy changing or after assisting children with wiping their noses. Staff do not ensure children wash their hands prior to eating food or after accessing the toilet. Staff do provide flannels for children to wipe their hands and faces after food. Following the visit, people who run the nursery have implemented the use of wet wipes to wipe children's hands prior to food in the under two's section. People who run the nursery ensure food is healthy with meals and snacks freshly prepared in the nursery kitchen. There is a system in place to manage allergies and dietary preferences. Staff do not always ensure children are bottle fed appropriately. We saw young children accessing milk bottles whilst lying in sleeping pods as well as children being fed in bouncers. Staff do ensure tables are wiped clean before and after food. Floors were cleaned immediately after food in the over two's section; however we saw cereal was left on the floor of the under two's section, allowing children to access food on the floor as they played in the area. Children sleep in low level pods in the under two's area, however sheets are not changed for each individual child. This was implemented immediately following our visit.

Staff are generally kind and caring and know children well. Nearly all staff interact warmly with children and engage with them in their chosen activities. There is no formal planning in place for activities and no formal assessments recorded. However, following the inspection visit, the service provider confirmed staff now track children's development using a developmental checklist. We found that the activities on offer during the inspection visit did not provide meaningful and purposeful play and developmental opportunities. Staff have set up the environment in each room to better support child-initiated play. However, occasionally, these areas are not age appropriate or do not target children's interests. With no formal planning in place, there isn't always opportunities for enhanced independent play or outdoor activities alongside adult led activities. Resources do not provide suitable challenge for the older children who attend. Staff use an online app to record daily activities for each child and these are shared with parents and carers.

Many staff support children to speak or express themselves as they receive an appropriate response or interaction. Nearly all staff members respond well to children's questions,

requests, and non-verbal cues. Nearly all staff show warmth, kindness and offer reassurance to children when needed, however we found interactions were generally poor in the under-two's on the morning of the first inspection visit. People who run the service implemented staff changes immediately. Children are greeted warmly when they arrive, and all staff use gentle, calm tones with the children. Generally, staff do not encourage children to use '*please*' and '*thank you.*' Nearly all staff understand the behaviour management policy and implement positive behaviour management strategies. They praise and reinforce positive behaviour verbally, '*Well done*' and '*good job.*'

Staff are familiar with the children in their care. They confidently talk about individual children's needs and preferences. Staff encourage children to develop some of their independence skills, including supporting very young children to wear their all in one suits and wellingtons for outdoor play.

Environment**Adequate**

People who run the service ensure that the environment is mostly safe, secure, and well maintained. The main doors are locked securely, and the children's individual rooms are kept closed. They have risk assessments in place. They carry out regular maintenance checks, fire drills and ensure that all vehicles are fully insured and suitable to carry out school runs. People who run the service told us staff carry out a daily checklist for the indoor and outdoor areas. However, on the day of the inspection visit, we raised our concerns in relation to the fence in the under two's outdoor area. People who run the service responded immediately and ensured the area was out of bounds until the fence was secured. There was no written record of daily checks or issues raised from the daily checks. The fence was rectified and made secure during the inspection process. People who run the service ensure that the first aid kits are well stocked and are checked regularly.

People who run the service ensure the environment has sufficient indoor play space for children to move freely. They offer two separate rooms for different age groups. The premises are welcoming, warm, and accessible to most children. There is a range of displays on the walls including some children's work, for example painted footprints. The outdoor play area needs maintenance. The area does offer some play opportunities for the children. There is an outdoor classroom cabin in place, however resources are not kept in an organised or inviting manner within the cabin. The outdoor water tray did not have a cover in place. People who run the service informed us this area is being transformed in the new year.

People who run the service ensure children can access resources and an adequate range of age-appropriate furniture, toys, and equipment to stimulate the children's interest and imagination, for example an indoor wooden mud kitchen, Low level, storage units encourage children to access toys and resources independently. All look to be in good condition and they offer some resources which promote diversity and cultural awareness.

Leadership and Management

Adequate

Leadership and management continue to develop. People who run the service have implemented changes immediately following our visit to improve the quality of the childcare they provide. They are committed to providing a good quality service.

People who run the service produce a clear, effective statement of purpose which reflects the service. They have a range of worthwhile policies in place. However, they do not always ensure that these are all implemented in practice. Policies have been reviewed. People who run the service ensure that the required records are kept, however not all records are completed consistently, for example records of toileting and nappy changing. People who run the service are very open and work positively to make improvements to their service. They ensure they engage with Care Inspectorate Wales (CIW).

People who run the service carry out appropriate self-evaluation. They collect views of the people who use the service and produce a useful report which includes information on improvements made and targets for the future. People who run the service have a clear complaints policy in place and has an adequate process for dealing with complaints.

People who run the service do not always employ suitably qualified care staff. As this has sometimes impacted negatively on the quality of the care, we have noted this as an area for improvement and will be followed up in the next inspection. Since the inspection, people who run the service have ensured staff members complete online training to further develop their understanding of specific age groups. People who run the service follow a safe recruitment process and carry out suitability checks on all staff. Regular, appropriate supervision and appraisals are carried out with nearly all staff. These focus on personal development as well as the staff members well-being. People who run the service ensure that records of children and staff attendance are kept consistently and manage a number of school runs effectively. They meet the ratios and deploy staff adequately to meet children's needs.

People who run the service keep parents informed. Staff keep parents informed about children's daily activities through an online app and through verbal feedback. Parents said that they are happy with the service, they get information about their child's day and feel like the service supports them as well as their children, *'They're absolutely brilliant here. I get plenty of information through the app and during handover. I'm really happy with everything.'* The service works well with outside agencies to support children with additional needs.

Recommendations to meet with the National Minimum Standards

R1 – Develop a system to effectively plan, observe and record the next steps for the children’s play, learning and development.

R2 – Further develop the recording of daily risk assessments

R3 – Further develop the learning areas made available to children

R4 – Further improve hygiene practices

R5 – Further develop and improve the outdoor area

R6 – Further develop safe feeding practices in the under-two’s room

R7 – Ensure daily records are completed consistently

R8 – Ensure all staff members are confident with the procedure to follow if there are safeguarding concerns

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	Staff are not always suitably qualified or experienced for the age range they care for and this sometimes impacts negatively on the quality of care provided.	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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