Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Castle Day Nursery

Tremafon
Gwindy Street
Rhyl
LL18 2US



Date Inspection Completed

31/01/2023

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About Castle Day Nursery

Type of care provided	Childrens Day Care Full Day Care
Registered Person	Rachel Roberts
Registered places	59
Language of the service	English
Previous Care Inspectorate Wales inspection	Manual Insert] 15 February 2018
Is this a Flying Start service?	Manual Insert] No
Does this service provide the Welsh Language active offer?	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.

Well-being	**Good**
Care and Development	**Adequate**
Environment	**Adequate**
Leadership and Management	**Adequate**

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

Summary

Children are confident communicators as their wants, moods and needs are considered. They are active and express enthusiasm and enjoyment in their play and learning. Children have a sense of belonging, forming friendships and are familiar with routines. They have freedom to safely explore their indoor and outdoor play areas and are developing their independence skills well.

Staff have an appropriate understanding of their role and responsibilities to keep children safe and healthy. They have a warm and friendly approach to care giving. Staff plan activities suitably and are responsive to all children's individual needs.

The people running the setting ensure the environment is safe and clean. They organise the environment suitably providing a satisfactory range of play opportunities suitable for the age ranges cared for. The outdoor play area offers children a variety of experiences to develop their physical skills.

Management of the setting is appropriate. The people running the setting have built a strong staff team who are dedicated and hard working. They acknowledge areas for improvement in order to create better outcomes for children.

Well-being Good

Children's opinions and interests are taken into account. They have good opportunities to follow their own interests and make decisions about what they want to play with.

Children are confident communicators. For instance, a child introduced themselves nicely and shook our hand. Other children enjoyed talking about what they like to do, and some showed us their spiderman socks and reward stickers proudly. Children are comfortable to make requests. For example, a child reminded a staff member they had forgotten to ask them if they wanted more potato wedges. The staff member responded to their request straight away.

Children settle quickly as they are warmly greeted by friendly staff. They are familiar with the daily routines and show us how they line up to wash their hands. A child was comfortable and relaxed as they had their nappy changed and babbled happily with staff.

Children interact positively with their friends and those caring for them. They show kindness towards their friends. For instance, a child allowed their friend to take their turn in the queue to wash their hands. Another child, during teatime gave their friend a slice of pizza. During outdoor play children learn to co-operate well. For example, two friends helped one another to get onto the seesaw.

Children are active and curious learners; they are fully engaged in their activities. For instance, children had been exploring the theme of the Universe and they excitedly showed us their artwork and named the planets they had painted. Children develop their imagination as they use re-cycled materials to make a den. Younger children enjoy exploring different resources on the floor mat to practice using their senses. We saw children taking their time to choose plastic bottles of their choice, filled with sparkly colourful items and when shaken enjoyed hearing the different noises. Children develop their physical skills during outdoor play well. For example, they practiced throwing and kicking a ball, pedalled vehicles and experimented with rolling a hula hoop across the yard.

Children explore their play area freely, make choices and follow their own interests positively. For example, a younger child sustained concentration as they turned the pages of their favourite book and giggled as they lifted up the flap to see the picture of the dog. Other children direct their own play effectively. For instance, a child invented a game of placing the large, coloured hoops in a row and practiced jumping into each one. When a child finished their meal, they showed us how they wiped their face and hands with their individual flannel. Children learn to do things for themselves with positive encouragement from the staff.

Care and Development — Adequate

Staff know the children well. They support children to speak and express themselves with confidence and provide them with a consistent response to their questions.

Staff understand and implement most policies and procedures to promote healthy lifestyles appropriately. They provide healthy meal choices, but diluted juice is being offered at mealtimes for children to drink which does not follow the current Welsh Government guidance on healthy hydration. They also provide fresh drinking water which is readily available for children to keep them hydrated. Staff have completed mandatory training suitable for the age range of children being cared for. They have an appropriate understanding of safeguarding procedures, but their recording of concerns is not clear and does not highlight what action has been taken and how the matter has been resolved. Since our visit the registered person has taken action to address this matter and has updated current records suitably. Staff record children's daily attendance consistently as part of their wider safeguarding practices to ensure children's safety. However, not all staff are recording their breaks.

Staff conduct regular fire drills and record outcomes in order to improve future practices. They record accidents and incidents, and these are signed by parents to evidence they are kept informed, but staff are not consistently signing them. Staff encourage children to wash their hands, and this helps to develop their personal hygiene practice appropriately. Nappy changing procedures are in line with current infection control guidance.

Staff follow the positive behaviour management policy well and encourage children to co-operate and be kind to their friends. They provide a warm and welcoming environment and make sure children are provided with reassurance and comfort. This creates a calm and happy atmosphere.

Staff have a responsive approach to activity planning and focus on children directing their own play positively. Staff are fully engaged with children during their activities. For instance, a staff member provided gentle support for a younger child to gain confidence to explore the resources on offer on the floor mat. Staff record observations of children during their play and learning but lack understanding on how to purposefully use them to plan for each child's progression. Staff encourage children to develop their physical skills in the fresh air. They are responsive to the individual needs of all children. Staff promote children's learning about their wider society and organise visual displays showing different cultures. They encourage children to celebrate their Welsh heritage. For instance, photographs of children showed them participating in arts and craft activities for Santes Dwynwen and wearing Welsh rugby shirts to support Wales in forthcoming matches.

Environment — Adequate

The people running the setting provide a safe and clean environment where children can play appropriately.

They have risk assessments in place and these generally identify the potential hazards to children and what measures are in place to manage these risks. However, not all of these are fully reflective of the premises, resources and activities children participate in. The people running the setting ensure staff implement good cleaning routines. Information is available to everyone about how they will deal with emergencies. Not all the equipment in the first aid boxes were in date. Staff supervise children well.

The people running the setting ensure the layout of the play area promotes children's independence. This enables them to freely explore and make their own choices about what they want to play with. Storage of toys are within easy reach of children, but these are not always labelled, and some boxes are overloaded making them heavy for younger children to see what is inside. Play areas are organised appropriately with toys, resources, and furniture suitable for the ages of children cared for.

The people running the setting ensure there are suitable resources to develop children's, language, numeracy, and self-awareness skills. They make sure children have some access to recycled materials but there is a lack of natural and sustainable resources in order to further develop their sensory skills and curiosity.

The people running the setting make sure there is a designated area for children's personal items, and this creates a sense of belonging. They present children's artwork nicely and this shows children their efforts are valued. For instance, children have been exploring the theme of space, night and day and their village. Paintings and drawings of space rockets, planets, collage of paper clouds and scenes of the local castle decorate the play area.

The outdoor area is appropriately organised with a choice of equipment for children to choose from to help develop their physical, creative and co-ordination skills well.

Leadership and Management — Adequate

The people running the setting are committed to making improvements and they manage the setting appropriately. They have built a strong staff team who are dedicated and motivated. However, some areas require further improvements to meet with regulations.

The statement of purpose provides parents with the information about what the setting offers. Policies and procedures are in place, and these are implemented appropriately but the most recent date of review has not been included. The people running the setting have a suitable understanding of their responsibility to promote the Welsh language.

The people running the setting have completed a comprehensive report reviewing the quality of care. The report highlights the views of parents but does not include the gathered comments of children and staff in order to identify areas to improve in the future.

The people running the setting make sure disclosure and barring checks for staff and their mandatory training are up to date. Most of the required information has been collated in the children's files. Since our visit the people running the setting have amended the child entry form to include an area for parents to provide information on the days and times of when their child will be attending. The people running the setting have not ensured all of the required information has been gathered in the staff employment files and staff do not receive regular supervision and appraisal. While no immediate action is required, these are areas for improvement, and we expect the provider to take action. Staff told us the people running the setting are 'supportive' and always available if needed. Staff spoken to said they felt supported in their role and enjoy working at the setting.

Parents said they are happy with the setting and their children are settled. They said staff are 'friendly' and 'approachable'. The people running the setting have built positive partnerships with the local community. For instance, photographs of children evidenced they had participated in community events such as carol singing, wearing their favourite jumpers to raise monies for different charities, going on nature walks and winning a local competition in celebration of the Queen's jubilee. Such positive experiences are helping children to familiarise with their local surroundings and improve their social skills.

Recommendations to meet with the National Minimum Standards

R1: Improve staff's skills and knowledge in recording concerns, their own breaks, signing accident and incident forms and using observations to purposefully plan for each child's progression.

R2: Follow the Welsh Government food and nutrition guidance for childcare settings in relation to healthy hydration.

R3: Ensure risk assessments are fully reflective of the premises, resources and activities children participate in.

R4: Improving the storage of toys, resources and equipment to ensure children can access them easily.

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

28	The registered person has not ensured all of the required information has been collated in the staff employment files. The registered person must ensure they gather the required information in the staff employment files to ascertain staff's suitability in their role for caring and safeguarding children.	New
29	The registered person has not ensured staff receive regular supervision and appraisal. The registered person must ensure all staff receive regular supervision and appraisal to discuss their performance, training needs and safeguarding.	New

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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