Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Springfield Day Nurseries Ltd @ Ashbourne House

Ashbourne House Day Nursery
6-8
Woodland Road East
Colwyn Bay
LL29 7DT



Date Inspection Completed

29/06/2022

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About Springfield Day Nurseries Ltd @ Ashbourne House

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Springfield Day Nurseries Ltd
Registered places	88
Language of the service	English
Previous Care Inspectorate Wales inspection	4 December 2019
Is this a Flying Start service?	Yes
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

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

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

Summary

Children are happy, settled and confident to share their views. They are making friends and interact well together. Children enjoy the activities available to them and can make choices about how to spend their time. Staff are aware of their responsibilities in respect of keeping children safe and healthy. They know the children well and speak to them in a warm and friendly manner. People who run the setting ensure all areas used by children are safe and welcoming. Toys and resources are of good quality and provide plenty of opportunities for children to learn and develop their skills. People who run the setting are committed to ensure the service is managed effectively, however, they need to ensure all rooms are supervised by a qualified staff member. Good relationships have been formed with parents and information is shared effectively, ensuring children's needs are met.

Well-being — Good

Children are happy, settled and confidently make decisions about how they spend their time. They move around the available activities freely and follow their own interests. Children are confident to ask staff for help when they need it and to express their wishes, knowing staff will respect them. For example, children were confident to let staff know when they were not ready to have their nappy changed and staff respected their wishes by allowing them to finish their activity before asking them again.

Children have a sense of security as they are cared for by staff with whom they have formed warm relationships. They feel comfortable asking staff for reassurance or comfort when needed. For example, by indicating they want a cuddle when they are unsure about new people or situations. Children are also eager to involve staff in their play. For example, when taking part in a messy play activity, children were eager to show staff the colour and glitter they had added to the shaving foam and they laughed and joked together when their hands got messy. Children are making friends and chat together during lunch time and during play, sharing lots of smiles and laughter as they do so. Older children show consideration and friendship towards the younger children and are eager to share their interests with them without prompts by staff.

Children listen well and are happy to help with tasks and follow instructions. For example, when washing their hands or putting their coats and shoes on before going to play outside. Children play well together. They share toys, take turns and work together to complete tasks well. For example, when playing imaginatively in the outdoor play area they took turns to roll down the hill, worked together to find the hidden dinosaur figures and interacted positively.

Children have opportunities to develop their independence skills by completing tasks for themselves. For example, they are happy to help staff put the toys away and tidy up at the end of activities. Children are given enough time to feed themselves at lunch time, with staff on hand to support and encourage them.

Care and Development — Good

Staff understand and follow the setting's procedures effectively to ensure children are kept safe and healthy. A sufficient number of staff have completed paediatric first aid training. Any accidents and incidents that do occur are well documented and records are signed by parents, showing they have been informed. Staff know the correct procedures to follow if they have any concerns about a child and have completed training on safeguarding children.

Staff promote healthy eating and hydration; they provide healthy snacks and lunches for children and ensure children have access to their water bottles throughout the day. They encourage children to wash their hands as and when they need to and ensure children have regular opportunities to spend time outdoors in the fresh air, ensuring they develop their physical skills. Staff also follow effective hygiene procedures when changing children's nappies and when handling food.

Staff have positive relationships with children; they speak with them in a kind and calm manner and provide comfort and reassurance when children need it. They deal with any minor disagreements or inappropriate behaviour positively. For example, by distracting children or reminding them how to share and talk nicely when any minor disagreements occur. Staff use praise often throughout the day to encourage children to interact and behave positively.

Staff know the children well and are familiar with their likes and dislikes. They gather comprehensive information about children's individual care, personal and medical needs before they begin attending, helping them to plan effectively to meet individual needs. Staff take regular photographs of children taking part in activities and send these to parents using a secure online application. Staff also keep detailed records on children's individual progress and development and work well with external agencies to ensure children's individual needs are met effectively, including any children with additional learning needs.

Environment — Good

People who run the setting prioritise children's safety and ensure staff follow procedures to keep children safe. For example, staff ask visitors to sign the visitor's book on arrival and ensure the building and the premises and outdoor areas are secure. This ensures no unauthorised persons can access the premises. People who run the setting have comprehensive written risk assessments in place, which outline any potential hazards to children's safety and how these are managed. Daily checks are also completed by staff, which are well recorded.

All areas used by children are spacious, well maintained and welcoming. The play rooms are well set out and organised, providing children with a range of interesting and exciting activities. Toys and resources are stored at low level in clearly labelled boxes so children can access them freely and independently. Furniture such as low level tables and chairs suit the children's ages. Staff display photographs and samples of the children's work on the notice boards, providing them with a sense of belonging. The toilet areas are well equipped, with low level toilets and sinks to aid children's independence. However, there are no doors on the toilets nearest the outdoor area, meaning older children can only use them one at a time in order to maintain their privacy and dignity. The outdoor play areas offer a wide range of opportunities for children to explore and play to develop their imagination, including a mud kitchen, planting area, swing and a selection of ride on toys. There is also an outdoor cabin, enabling children to spend some quiet time reading or completing craft activities while enjoying the outdoor area.

People who run the setting provide children with a wide range of toys and resources which are in good condition and are suited to the children's ages and stages of development. They are clean and in a good state of repair with detailed records kept of when they are cleaned and checked. People who run the setting also ensure there are plenty of opportunities for children to explore natural, sustainable and recycled materials. For example, many of the toys were made from wood and a variety of recycled materials, an insect hotel and a mud kitchen was available for children to explore. They also provide plenty of multicultural and Welsh resources to enable children to learn more about the world they live in.

Leadership and Management — Good

People who run the setting ensure staff are aware of their responsibilities. They share their vision for the service with them and make sure the setting's policies and procedures are followed effectively. The setting's policies and procedures are reviewed regularly and staff sign to show they have read and understood any updates. The setting's statement of purpose contains detailed information and gives an accurate depiction of the service offered, meaning parents can make an informed decision about whether the setting meets theirs and their child's needs.

People who run the setting are keen to ensure the setting is continually developing and improving. They seek verbal feedback from parents throughout the year as well as sending feedback questionnaires to parents, staff and other professionals who regularly visit the service. They also seek children's views by talking to them and during daily observations, for example by watching which resources children prefer and those they do not use. Last year's review of the quality of care report includes what improvements had been made and those which were planned for the following year in response to the feedback received.

People who run the setting ensure staff receive regular training and support them to carry out their roles effectively. Staff files are comprehensive and contain all the required information, showing safe recruitment checks are in place. Staff told us they were able to approach leaders at any time to discuss any issues or their training needs and records of these meetings are kept on staff's individual files. People who run the setting ensure the required staffing ratios are met each day, including during break times. However, not all rooms were supervised by a qualified staff member.

People who run the setting share information with parents effectively. They keep evidence on file of information gathered from parents detailing children's specific needs, likes and dislikes. Parents we spoke with were very complimentary of the care their child receive. They told us they had positive relationships with staff, who shared information verbally at the end of each session and through a secure online application.

Recommendations to meet with the National Minimum Standards

R1. Consider revising the way qualified staff are deployed in order to ensure a qualified member of staff is present to supervise each play room at all times.

R2. Consider placing doors on the downstairs toilet cubicles in order to maintain privacy and dignity for the older children and enabling both toilets to be used.

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
N/A	No non-compliance of this type was identified at this inspection	N/A

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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