Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Springfield Day Nurseries @ Llandudno

Clarence Road
Craig-y-don
Llandudno
LL30 1TW



Date Inspection Completed

16/08/2023

About Springfield Day Nurseries @ Llandudno

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Springfield Day Nurseries Ltd
Registered places	67
Language of the service	English
Previous Care Inspectorate Wales inspection	Click or tap here to enter text.25 October 2022
Is this a Flying Start service?	Click or tap here to enter text. Yes
Does this service promote Welsh language and culture?	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.

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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 have a voice and express themselves and their needs confidently. They settle as they have developed good relationships with staff. Children interact well, as they learn to be respectful and understand the needs of others. They enjoy learning through their play and having opportunities to be independent.

Staff implement effective routines and procedures to ensure children are kept safe and healthy. They interact well with the children, showing them care and respect. Staff support children's learning and development by providing suitable opportunities and experiences for children.

The environment is a safe and secure place for children. All areas are well maintained and the rooms provide a child friendly and welcoming atmosphere. Resources are age appropriate and of a good quality.

People who run the setting manage it well and are open to advice and support to help improve the care and ensure regulations are met. They regularly review the setting and make improvements. People who run the setting have developed an effective team of staff who work well together. Good relationships are formed with parents who are kept up to date with their child's experiences and development.

Well-being Good

Children communicate confidently as they know staff will listen to them with interest and respond appropriately. For example, children asked for items they wanted to play with that were not freely available and for activities they wanted to do, such as singing songs. Children know their needs and wants are known and will be catered for. They can follow their own routines, including being able to sleep when they are tired. Children make choices and decisions. For example, they freely asked for more food at lunchtime and could choose if they wanted their ice cream in a bowl or a cone. They decide where and what they want to play with from the resources available.

Children settle well and are happy. Those who are new to the setting and may be a little upset are provided with the comfort they need so they soon relax and enjoy taking part in the activities. Children happily interacted with us, inviting us into their play and showing us what they were doing, evidencing they felt happy and content. Children have a good relationship with staff who they are familiar with. They approach them for support, comfort or just to share their experiences.

Children interact well. They learn to be well mannered and play alongside others cooperatively, happily sharing resources and allowing others to join in their play. For example, a child was playing alongside a member of staff. They were singing and doing actions to rhymes. The child happily accepted when another child wanted to join in. Children followed routines well and respected resources, using them appropriately and helping to put them away when they had finished.

Children engage in the activities available, enjoying their experiences and play opportunities. For example, children enjoyed playing outside and younger children had fun playing with the musical instruments. Smiling as they banged on the drum.

Children have suitable opportunities to build on their skills through their play. They have chances to take part in a range of activities to support their development. For example, babies were able to access items to support their physical development, with push along toys and activities that were sensory, including different textured items. Children independently accessed items they wanted to play with from those available and older children could feed themselves and use toilets and handwashing facilities freely.

Care and Development — Good

Staff keep children safe. They have recently undertaken refresher training so they are fully aware of the procedure to follow should they have concerns about a child. Staff ensure they supervise children sufficiently. Regular fire drills are completed so staff and children know the procedure to follow in the event of an emergency.

Staff encourage and support children to have a healthy lifestyle. They encourage and support children to wash their hands at appropriate times and ensure cleaning routines, including sanitising tables, are completed when needed. Staff followed an effective nappy changing routine and dealt with intimate care appropriately to help prevent the spread of germs. Staff ensure most children have regular opportunities to be active and get fresh air. They plan for children to use the outdoor areas and regularly take children on walks. Nutritious food and drink are provided to encourage children to have a healthy diet.

Staff have a good way with the children and interact with them in a manner that shows them care and respect. They engage well in children's experiences, actively getting involved in their play experiences when it is appropriate to do so. Staff extend children's learning and make times fun for the children. For example, children enjoyed playing sleeping bunnies and then changing the bunnies to different animals of their choice, such as dinosaurs. Staff are consistent in their management of behaviour. They use praise to celebrate children's achievements, giving children a sense of pride.

Staff understand child development and plan some appropriate activities and opportunities. They allow children to learn through their play but there are limited opportunities for children to access more of a range of items that would help them to develop their curiosity and problem-solving skills. Staff track children's progress to allow them to understand where children are in their development. They implement effective routines and provide appropriate support and opportunities to children with additional learning needs to ensure they develop and are integrated into the setting well.

Environment — Good

People who run the setting ensure policies and procedures are implemented so children are safe. Risk assessments and daily checks are completed so hazards are identified and managed well. Entrance to the setting is secure with keypad locks on external and internal doors and all visitors are recorded. Outdoor areas used are surrounded by secure fencing and gates are kept locked, so children are unable to leave unsupervised.

The environment is well maintained and decorated in calming colours. All the rooms used are spacious and the natural light creates a bright environment for children. The space allows children to be grouped according to their ages and stages of development and all rooms are large enough to allow children to play safely. The attractive displaying of children's work gives them a sense of belonging and creates a child centred feel. There are two outdoor areas available for children. The area to the front of the setting is a more natural space with trees providing shelter. To the back of the setting is an area with artificial grass. There is an outdoor classroom and fixed play equipment including a tunnel and hill for children to climb over. The outdoors is utilised well sometimes but is not always used flexibly to allow more opportunities for all children to use these spaces.

People who run the setting provide well maintained resources. Each room has appropriate activities for the ages and stages of development of the children. These are stored appropriately so they remain clean and well organised. Some natural materials are available including a large sand area outside. Indoors there is less availability of natural materials that would support children's learning, creativity and curiosity.

Leadership and Management — Good

People who run the setting manage it well. They have a good understanding of the care they provide and are involved in the day to day running. Policies and procedures are reflective of the setting and updated when required. The statement of purpose provides parents with the information they need to decide if it is the right care for their child. People who run the setting listen and respond effectively to advice. For example, they quickly changed the wording in policies and procedures when advised to do so during the inspection.

People who run the setting regularly review the care they provide to ensure it meets the children's needs. The annual quality of care considers the views of parents, children and staff. Improvements are planned and made considering the results of the self-evaluation.

People who run the setting manage staff well and although there is a high number of unqualified staff this does not have a negative impact on the care the children receive. Staff files contain all the required information to meet regulations. They have a good team of staff who work very well together, ensuring children are supervised well and the setting runs smoothly. There is a very robust recruitment and induction process in place that ensures staff are suitable to care for children.

People who run the setting keep parents up to date and informed about their child's experiences and development. They regularly send pictures and information to parents via an app. People who run the setting have good partnerships with outside agencies and work well together to provide any additional support children may need to have their needs met. The setting has good links with the local community and children are regularly taken on walks and visits to local places of interest, giving them a sense of belonging.

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
27	Responsible Individuals have not ensured they have regard to the statement of purpose and the number and needs of the relevant children in relation to having a sufficient number of suitably qualified, skilled and experienced persons looking after the number of children attending.	Achieved
8	The responsible individuals may be placing children at risk of harm as the person who is sometimes left in charge of the setting does not have the relevant qualification or experience necessary to manage the service.	Achieved

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

Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

National Minimum Standards	
Standard	Recommendation(s)
Standard 7 - Opportunities for play and learning	Provide more opportunities and activities to promote children's creativity and build on their natural curiosity.

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

Best Practice
Recommendation(s)
To provide more free access to natural materials to promote children's curiosity and problem solving skills.
To be more flexible on the use of outdoors to ensure all children have regular opportunities to be active and get fresh air.

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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