Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Victoria Private Day Nursery

6 Victoria Avenue
Penarth
CF64 3EN



Date Inspection Completed

31/01/2024

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About Victoria Private Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Person	Amanda Leader
Registered places	49
Language of the service	English
Previous Care Inspectorate Wales inspection	10 May 2022
Is this a Flying Start service?	No
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.

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

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

Summary

Children are very happy and enjoy attending the setting. They feel extremely safe and secure in the care of staff. Children have excellent opportunities for play and learning and develop their independence through a range of very high quality experiences and play.

Staff have an excellent understanding of how to keep children safe and healthy. They are very kind, caring and interact well with children. They respect the children in their care and are attentive to their needs. They keep good records of children's progress and are highly supportive in helping children to learn and develop.

The environment is very secure, clean, welcoming, and well maintained. High quality furniture, toys, and resources both indoors and outdoors promote children's play and development. People who run the setting ensure the environment is very safe and that it promotes the health and well-being of children.

People who run the setting are highly motivated with a strong commitment to children's learning and development. They make continuous improvements to the setting with the children's interests and needs at heart. People who run the setting support staff to carry out their jobs very well. Parents speak very highly of the care provided by staff at the setting.
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Well-being Excellent

Children are extremely calm, settled, and very much enjoy attending the setting. They cope very well with separation from their parents and carers. Children form very strong emotional attachments with staff and feel very secure and relaxed in their care. For example, we saw children seek out hugs from staff when needed and eagerly invite them into their play. Children are very familiar with and evidently enjoy the routines of the setting. This gives them a sense of security and belonging. For example, we saw how young children excitedly joined in with tidying and then came eagerly to sit in a circle ready for the tap tap box activity.

Children are extremely confident communicators as they know they are listened to, and their needs are fully considered. For example, we saw babies and children receive responses very quickly when they gave non-verbal indications that they wanted cuddles or to interact, and we saw older children approach staff confidently if they needed help or wanted to talk. Children make choices and decisions about how they spend their time at the setting. We saw babies and older children making choices whilst participating in adult led activities as well as enjoying free play with resources of their choice.

Children are beginning to form friendships in line with their age and stage of development. They play exceptionally calmly alongside each other and very well together. Children are learning to respect each other and the resources of the setting, learning to share and use equipment appropriately. We saw children being kind and thoughtful, showing self-control and courtesy. For example we saw pre-school children wait patiently for everyone to be served before they started eating their lunch. Children benefit from outstanding opportunities for communication and language development with staff and each other during the day. For example, we saw how the calm atmosphere at lunch allowed children to chat to staff about books and games they enjoyed.

Children thoroughly enjoy and are very engaged in their play and learning. For example we saw how children's faces lit up with delight as they listened and joined in with a story. They take part in regular outstanding learning activities which they look forward to and results in a great feeling of achievement and high self-esteem. For example, we saw how children eagerly awaited their turn at the "Learning Tree" group activity. They proudly found their name and confidently used the Welsh they had learned to talk to staff about the weather and their feelings.

Children develop an excellent range of skills as they play and learn. Children learn independence skills such as wiping their own noses and feeding themselves. They learn other very beneficial skills such as being able to sit quietly in a group and listen. We saw many examples of how children across the age groups settled down quickly and were engaged and interested when stories were read.

Care and Development — Excellent

Staff implement procedures to a very high standard to keep children safe and promote their development and well-being. They have a clear understanding of the setting's safeguarding procedures, their responsibilities to keep children safe and report any concerns. Staff have easy access to children's information and have excellent knowledge of children's allergies, dietary requirements, and medical needs. There are clear procedures in place for what actions will be taken if children become unwell during their time at the setting. Staff are very confident in recording accidents and incidents and share this information with parents. A new system for recording pre-existing injuries has recently been implemented. People who run the setting monitor records to look for patterns and trends. Staff practise regular fire drills with children, so they know what to do in an emergency. Staff promote health and hygiene very effectively. They support children to wash their hands independently after using the toilet, and before their food is served. Staff ensure children have access to high quality daily outdoor play experiences, offering them the added benefits of physical exercise and fresh air. The cook serves a healthy, nutritionally balanced freshly cooked vegan menu at lunch times and we saw children eating enthusiastically with staff offering support if needed.

Staff interact with children in a very kind, patient, and cheerful way. They chat naturally with children to support their play and learning. We saw many examples of children and staff laughing, smiling, and having fun together. Staff have a good understanding of child development, and its impact on children's behaviour. They practise positive behaviour management strategies and sensitively support children through the transitions of the day. For example, we heard staff members gently encourage young children to use 'kind hands' when supporting them to share toys. We heard staff regularly praising and encouraging children. Staff act as excellent role models, treating each other and the children with dignity and respect. They have excellent relationships and communicate well with each other. This ensures children are appropriately supervised and supported throughout their time at the setting.

People who run the setting work hard to promote a love for literature, language and learning and they share this passion with staff creating an atmosphere where children enjoy a rich variety of stories and language development opportunities. Staff support children's learning and development very well. They regularly observe children's play and learning to track their progress. This helps staff plan activities to enable children's next steps in their learning and development. The use of Welsh is very strong in the pre-school age group and incidental Welsh is being developed across the setting.

Environment — Good

The environment is safe and secure. The entrance is locked, staff ensure only authorised entry to the setting and maintain a visitor's log. The rear garden is securely fenced. Gas, electrical and fire safety equipment certificates for the building are up to date. The premises are warm, safe, and well maintained. Risk assessments for all areas of the setting, activities and outings are in place and were being reviewed at the time of inspection. Risk assessments are highly effective and no unnecessary risks to children's safety were seen during the inspection visit. Safety measures are in place throughout the building, for example stair gates are in place to prevent children having unsupervised access to the stairs. Staff are vigilant about any arising risks in the environment. The setting is registered with the food safety department at the local authority. Records show that fire drills are carried out regularly and insurance certificates are up to date.

The environment is clean, welcoming, and very child friendly. Rooms are bright, colourful, and attractive to children. They provide ample space for children to play and learn. Playrooms are well organised and laid out in a manner to support children's curiosity, learning and development. The setting has good quality furniture and resources to support children's independence. For example, child sized tables, chairs, and low-level toy storage units. There are a suitable number of children's toilets and nappy changing facilities available, which are clean and fresh. Staff at the setting adapt the base rooms for sleep when needed using portable beds suitable for the ages of the children. Children eat their meals in an attractive dining area which is well set up to provide them with a social eating experience. The outdoor area has been very well developed to provide varied outdoor opportunities for play and learning and it is used frequently throughout each day. The setting also makes use of their local area for other opportunities for fresh air, for example, on the day of inspection babies were being taken for a walk in their pushchairs to the cliffs.

There is a plentiful range of good quality, attractive, purposeful toys, resources, and books within base rooms. Many of these are easily accessible to children during free play, encouraging their independence. Staff choose which resources are put out each morning to support learning, however at times, a wider selection of resources available to children would support richer play. The outdoor area has a good range of interesting resources which invite children to play. For example we saw how children enthusiastically ran to play on ride on toys while others invented their own games using pieces of physical play equipment. Toys, resources, furniture, and equipment at the setting are in good condition, clean, and well maintained.

Leadership and Management Good

People who run the setting have a strong sense of purpose, seeking to promote and sustain improvements and good outcomes for children of all ages. They are passionate about providing an environment where children can flourish and increase in confidence, learning skills that build a strong base to support them far beyond nursery and into their future lives. They share their vision with staff producing a highly motivated and conscientious team. People who run the setting provide information about the aims and objectives of the service in the Statement of Purpose. However, at the time of inspection, the Statement of Purpose and staff training plans needed updating to reflect changes in the new National Minimum Standards. There are clear policies and procedures in place which are regularly reviewed, a minority of these needed some additions. People who run the setting actioned these immediately.

People who run the setting carry out self-evaluation and plan for future improvements. They obtain feedback from parents, children and staff and thoroughly reflect on practice to produce a Quality of Care review annually. This is a meaningful process that seeks to drive improvement at the setting.

Staff files are up to date and people who run the setting undertake all relevant checks to ensure staff are suitable to work with children. Staff we spoke to told us how happy and supported they felt. There are systems in place to ensure staff receive regular supervision and appraisals. Working relationships between the people who run the setting and the staff team are strong and a culture of openness and honesty is encouraged.

People who run the service work in partnership with parents. They keep parents well informed about the care the children receive and maintain excellent communication with parents. Parents we spoke to value their relationship with the setting and told us they always felt able to approach staff. They expressed very high levels of satisfaction with the care their children receive.

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

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 23 - Equipment	Ensure children have access to a wide range of resources to stimulate and develop play.
Standard 1 - Information	Update the Statement of Purpose, staff training plans and policies in the light of the new National Minimum Standards. Ensure CIW is informed of any changes to the Statement of Purpose.

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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