Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

The Vale Nursery & Creche

The Vale of Glamorgan Hotel
Hensol Park
Hensol
Pontyclun
CF72 8JY



Date Inspection Completed

02/02/2023

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About The Vale Nursery & Creche

Type of care provided	Children's Day Care Full Day Care
Registered Provider	The Vale of Glamorgan Hotel Ltd
Registered places	25
Language of the service	English
Previous Care Inspectorate Wales inspection	20 November 2017
Is this a Flying Start service?	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	**Good**
Environment	**Good**
Leadership and Management	**Good**

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

Summary

Children are settled and happy and enjoy their time at The Vale Nursery and Creche. They develop a sense of belonging and make strong relationships with staff and each other. Children have good opportunities to learn and develop from the experiences provided for them.

Staff understand and implement policies and procedures effectively to keep children safe. They are kind towards children, providing positive interactions to ensure children feel valued and happy. Staff are good role models and meet children's needs well. Staff support children well in their play and learning.

People who run the nursery ensure they care for children in a safe, secure, clean environment that they maintain well. The nursery is equipped with a wide range of age appropriate and good quality resources that meet the needs of the children and allows them variety and choice.

Leadership and management of the nursery is good. People who run the setting and staff work very well together as a team. They ensure they maintain regulations and National Minimum Standards. People who run the nursery and staff develop very good working partnerships with parents and external agencies to effectively support children in their care.

Well-being Good

Older children can make choices and decisions about what they do and things that affect them within the routines of the nursery. For example, they excitedly choose what songs they would like to sing, what games they would like to play and have times when they can move around and choose from a good range of toys and resources. They are confident communicators because they know staff will listen to them. Babies can freely explore their environment and enjoy a good range of age-appropriate toys and resources.

Children are happy, settled and relaxed at the nursery. They arrive at nursery eager to play and cope well with separation from their parents. They develop warm, positive bonds with staff and each other. Older children know and follow the routines of the day coming readily when asked for group times or snack. This helps them develop a sense of belonging, confidence and self-esteem. Babies are able to follow their own individual routines which fosters a sense of security.

Children behave very well; they play cooperatively or alongside each other as is appropriate for their ages and stages. Children are developing respect for others and for things. For example, using china crockery at mealtimes helps them learn to take care of equipment. There is a friendly and calm atmosphere in the nursery. Babies who become a little upset at times are quickly soothed by staff and snuggle into them for comfort.

Children enjoy their time at this nursery. They have some opportunities to choose their own activities and follow their own interests and ideas. Children are learning to concentrate and persevere with their chosen play for appropriate periods of time, such as when playing with small world toys or in the sand tray. We saw babies concentrate well when free painting at the easel. Children actively join in with circle times and games and run about enthusiastically outside playing chasing games.

Children have good opportunities to learn and develop from the resources and experiences provided for them. However, there are occasions when self-chosen learning is more limited for older children by the routines of the day and the scope of some adult-led activities. Children have good opportunities to develop independence and self-help skills. They confidently eat independently, choose what they want to drink, manage their own personal needs such as hand washing and attempt to put on their own coats.

Care and Development Good

People who run the nursery have developed a good range of policies and procedures to keep children safe and healthy which staff understand and implement. There is a suitable safeguarding policy in place. All staff spoken to demonstrated a thorough understanding of their responsibilities to protect children. They are confident in answering safeguarding scenarios and have a good knowledge of safeguarding procedures. Staff supervise children effectively. They record the attendance of children and staff including the times they arrive and depart. Since the inspection, they have amended their recording format to make it clear which staff are looking after which children. Staff follow good hygiene practice in relation to nappy changing and food hygiene. They work well with the hotel kitchens, who provide meals and snacks, to manage food serving and allergies or preferences. There are suitable systems in place to manage and record accidents, incidents and the administration of medication. Staff had fully completed all records seen and consistently ensured they and parents signed them. Nearly all staff have suitable first aid training, which more than meets requirements, and a well-stocked first aid kit is available. Staff ensure children can spend time outside every day.

Staff interact with children in a calm, kind, caring and positive way. There is a suitable behaviour management policy in place which staff follow. They build very positive relationships with children and offer encouragement and praise such as when helping them to find their name or waiting to wash their hands for snack. Staff know the children well. They are respectful in the way they speak to children and each other, making them excellent role models.

Staff successfully meet the needs of all children, including those who may have additional learning needs. They support children well to learn and develop through their interactions and the activities they provide. They engage effectively with children in both group activities and games and during their chosen play activities. We heard a good amount of incidental Welsh used, although mainly during group times. Staff plan some activities to support children's next steps in learning although on occasions these can be a little over prescriptive. The person in charge told us they have already identified a need to access training for the Curriculum for Wales and will then evaluate any implications for their planning and practice. Staff identify and support children who may have additional learning needs and access external support when needed. They record children's progress and identify next steps in learning. Staff keep parents informed about their children's progress through these written records, verbally and at parent meetings.

Environment — Good

People who run the nursery and staff ensure they care for children in a safe and secure environment with suitable arrangements to make sure children cannot leave the premises unsupervised. There are security systems in place to also ensure no unauthorised person can enter the nursery from the wider hotel and spa site. People who run the nursery record visitors to the setting. People who run the nursery complete effective risk assessments that they review regularly to ensure measures are in place to keep children safe. The nursery is exceptionally clean and well maintained. Staff consistently complete daily checks and cleaning records. The building, including fire safety systems, is maintained by the hotel. Since the inspection visit, the people who run the nursery have put in place a maintenance log which they complete when work is carried out. They ensure they carry out regular evacuation drills.

Playrooms are welcoming, bright and friendly. There is ample space for children of all ages to play and learn. The layout of rooms allows children to move around freely and safely. Resources are accessible at the children's level enabling them to independently access a wide range of age-appropriate toys and equipment. Storage boxes are labelled in English. Children's toilets are accessible directly from the older children's playroom, promoting their independence in managing their own personal needs. There is a sleep room attached to the baby room which provides a safe and quiet place for children to sleep undisturbed whilst still giving staff easy access to check on them.

A large outdoor play area is accessible directly from the playroom. There is an abundance of equipment to support physical development. People who run the nursery told us they have other outdoor resource boxes which they use when appropriate although we did not see these in use during the inspection visit. Staff also take the children for walks in the wider hotel grounds and use other securely fenced areas of the sports facilities.

People who run the nursery provide a good range of resources that allow children variety and choice. Furniture, toys and equipment are of good quality and appropriate for all the children in the setting although they have limited access to open-ended or natural materials and resources. Toys and equipment are clean and well-maintained.

Leadership and Management — Good

The people who run the nursery have a good vision for the setting and promote a positive ethos. The responsible individuals support the person in charge well in the day-to-day operation of the nursery. They are committed to providing a high-quality service and respond quickly to recommendations for improvements. For example, since the inspection visit, they have made several minor adjustments to policies, practice and paperwork to reflect discussions during the inspection process. There is a good range of policies to support the safe and efficient running of the nursery. Paperwork is thorough and organised and the person in charge accurately maintains all required records. There is a statement of purpose in place that accurately reflects how the nursery operates.

People who run the setting understand their responsibility to undertake an annual review of the quality of their care and produce a report. They gather the views of parents on the quality of their services via a questionnaire and the views of children and staff through observations and staff meetings. The report is largely descriptive and does not clearly identify development points. However, the person in charge and staff are reflective of what they do and are aware of developments they would like to undertake. For example, introducing elements of the Curriculum for Wales to their practice.

People who run the nursery have robust recruitment procedures in place that safeguard children. They ensure they have enough staff always working with the children and have suitable arrangements in place to cover staff breaks. All staff have up to date Disclosure and Barring Service (DBS) checks. Staff we spoke to told us they feel well supported and can speak to their managers at any time. People who run the nursery carry out regular staff meetings and have a suitable system for staff supervision and appraisal. They ensure that staff remain up to date with mandatory training such as child protection and paediatric first aid and also enable staff to undertake other training that may support them in their work with children.

People who run the nursery and staff develop very good relationships with parents. They put in place a contract for each child and gather relevant information necessary to meet children’s individual needs prior to them starting at the nursery. They keep parents informed through a variety of means including daily verbal feedback, termly newsletters, emails, and a noticeboard. We received many feedback questionnaires from parents following the inspection visit which were highly complimentary of the nursery. People who run the nursery value support from the local authority and have strong working relationships with the wider hotel community.

Recommendations to meet with the National Minimum Standards

R1. Begin to consider the Curriculum for Wales and any implications it may have for practice and planning that may influence the balance of self-chosen and adult led activities when planning for play and children's next steps.

R2. Develop the use of Welsh in everyday situations including the consideration of Welsh words on storage boxes.

R3. Consider developing the use of more open-ended and natural resources.

R4. Develop the 'Quality of Care Review' to be more evaluative and to feed into a setting development plan.

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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