Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Ninian Nursery (Roath Park)

40 - 41 Ninian Road
Roath Park
Cardiff
CF23 5EH



Date Inspection Completed

16/05/2022

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About Ninian Nursery (Roath Park)

Type of care provided	Children's Day Care Full Day Care
Registered Person	Zaineb Alkhafaji-Williams
Registered places	44
Language of the service	English
Previous Care Inspectorate Wales inspection	27 and 28 March 2018
Is this a Flying Start service?	No
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	**Adequate**
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 content and settled within the nursery. They have formed relationships with each other and staff, which helps them feel safe and valued. Children can make some choices about how they spend their time, and they are confident in their environment. Opportunities for children to develop skills are not sufficiently well supported.

Staff are professional, appropriately qualified and enjoy their work. They are kind, caring and interact well with children. Overall, staff keep children safe and implement suitable routines, policies and procedures. They keep effective records of children's progress. However, activity provision does not suitably encourage children's development.

The premises are secure and safe. The environment is welcoming and suitably organised for different age groups. Play areas and equipment are adequately clean and maintained. The setting has many resources, but these are not well organised. Suitable risk assessments are in place. During the Covid-19 pandemic, a safety check of the electrical systems within the building was allowed to lapse. This is a serious matter, but it has been addressed during the course of this inspection.

Many areas of leadership and management are effective, but some areas need attention. Leaders implemented some improvements during the course of the inspection. There are suitable policies and procedures in place. Some records and recording systems are not sufficiently effective and do not record all necessary information on all occasions. During the Covid-19 pandemic, staff have not received appropriate supervisions and appraisals. This is a serious matter, but action has been taken to address it during the inspection. Staff told us that despite the lack of supervisions, they feel valued and supported. Parents speak highly of managers, staff and the care their children receive.

Well-being — Adequate

Children have some choice over their activities from the selection made available. Their choice is restricted by the limited activities available for children to access, particularly within the pre-school base room. They are familiar with the daily routines and know what to expect at the setting. When they voice their preferences, this is often listened to, such as a request for a certain type of doll as an activity. Many children feel confident in the setting. However their self-esteem and sense of belonging are not supported robustly, as they have little ownership over their play space, and adult-directed art projects are displayed rather than displaying and valuing the children's own work.

Children are content and settled at the nursery. They have developed reliable relationships with staff and are confident to approach them for guidance or comfort. Children settling in benefit from staff who are warm and considerate of them, providing lots of comfort and encouragement. Children form friendships at the setting in line with their age and stage of development. They play happily together or alongside each other. We saw children enjoy playing with playdough, and a variety of activities in tuff trays, at which they persevered.

Children interact positively with each other for their ages and stages of development. They learn to share space and resources. For example, we saw children take turns to use the trikes and slides in the garden. They were encouraging of each other when using the equipment and praised each other's efforts.

Children find some enjoyment in their play and concentrate on activities for an appropriate amount of time. We saw children were active and curious throughout the inspection. Babies moved freely around their play space, interacting with toys that staff had laid out. Older children enjoyed some activities provided, although we saw several bored at times because not enough resources were made available to them, and insufficient thought had been given to the activities.

Children are encouraged to do some things for themselves. Babies are encouraged to help staff tidy away their toys into boxes before lunch, and many older children access the toilet facilities themselves and wash their own hands. However, opportunities for developing skills are not sufficiently promoted. There are very few opportunities where children access stored resources themselves, to allow for children to follow their interests and develop their learning and play.

Care and Development — Adequate

In the main, staff understand how to keep children safe and healthy. They successfully implemented policies and procedures to help keep everyone safe during the Covid-19 pandemic. This included increased hand washing and only allowing essential visitors into the building. Staff we spoke to understand their role in protecting children. They recognise signs and symptoms of abuse and are aware of their responsibility to report concerns to the relevant authorities. Accidents, incidents and existing injuries are recorded. However, there is often insufficient detail and explanation captured, and frequently parents have not signed to acknowledge the record. Meals provided are nutritious and balanced. However, staff do not provide sufficient encouragement or support for all children to eat a reasonable portion of food. Staff provide suitable opportunities for children to be active and get fresh air, with regular access to the outdoor play area, as well as some trips into the local community.

Staff interact in a mostly kind and caring manner with children. They are fairly consistent in their approach and mindful of children's age and stage of development when managing behaviour. Staff provide comfort for children who are unsettled, and children readily approach staff for cuddles. Staff act as positive role models to children and clearly enjoy their jobs. Some staff struggle to manage behaviour which challenges and would benefit from additional support in this.

Whilst children are always active, they are not sufficiently positively occupied and stimulated. Staff know children well and understand their preferences. They also record observations and development tracking for children. However, this is not used to inform and enrich activity provision. Basic written activity planning is in place, but it does not take into consideration how the activity will promote children's skills and development or how staff can support this. We heard no inclusion of the Welsh language.

Environment — Adequate

The environment is safe and secure for children. All visitors sign in and out of the building and non-essential visitors have not been inside during the Covid-19 pandemic. All staff manage risks relating to Covid-19 well within the environment. Suitable risk assessments are in place for the setting and daily safety checks of the areas used by children are undertaken. Records show that fire drills are carried out in line with National Minimum Standards. Insurance certificates are up to date, as well as most routine safety checks for the building and appliances, such as an annual gas safety check and fire safety equipment. However, an electrical safety certificate for the building was not available, which is a regulatory requirement. We have not taken any action on this occasion as the responsible individual arranged for the necessary check to be completed shortly after the inspection.

Managers and staff maintain the environment appropriately and provide a welcoming, child friendly space. Children have sufficient space to play and learn, with babies in a dedicated room and toddler and preschool having opportunities to move between several connected play spaces, as well as the garden. Children's toilets are easily accessible and clean. Bathrooms are well stocked with soap and paper towels to promote an infection free environment. All staff are responsible for ensuring good hygiene throughout the day. There is a garden, which children enjoy accessing.

Resources are mostly appropriate for the age of the children and most are of suitable quality. Children can access some stored resources themselves, which supports their independence. However, many items are stored out of children's reach, and almost all resources require auditing and tidying so that they can be found and accessed easily within the storage arrangements. The setting has suitable furniture such as child sized tables, chairs and soft furnishings.

Leadership and Management — Adequate

The quality of leadership and management varies at this setting. People who run the setting are experienced and are clearly passionate about providing good quality care. In the areas where they fall short, they must do more to adhere to National Minimum Standards and regulations, and to follow their own policies. There is a detailed statement of purpose providing parents with essential information about how the setting runs. The setting's polices are appropriate. The administering of medication is recorded appropriately, and the registers of children's attendance contained all the necessary information and are completed in a timely manner.

Children and parents using the service are actively involved in defining and measuring the quality of the service. There is a system in place to ensure that a formal self-evaluation of the service is undertaken on at least an annual basis. The Quality of Care report demonstrated that the service consults with parents, staff, children and relevant external agencies in order to review the quality of the service, and uses that information to set an action plan intended to improve the service over the following 12 months.

Managers and staff are generally well organised and we saw that this allowed them to remain calm whilst delivering care. Robust recruitment procedures ensure that suitable staff are employed to work with children. Appropriate records are checked for new recruits, and a new recruit told us she felt supported by the induction process in place. The registered person told us that the pandemic has put a strain on some areas, staffing levels in particular. The person in charge has been able to ensure there are enough qualified and experienced staff to care for children. However, having minimum staffing levels has meant that she has often worked providing care in order to cover instances such as staff breaks or sickness. This has taken her focus off essential managerial duties. A result of this is that staff have not received any formal supervisions or appraisals in two years. This is a serious matter. However, we have not taken any action on this occasion as leaders moved to put this right immediately and, despite a lack of formal supervisions, staff told us they enjoy working at the setting and they feel supported, knowing they can approach the people who run the service for help support if needed.

Partnerships with parents are positive. Parents we spoke with were complimentary of the service provided and said they have peace of mind that their children are safe and happy when attending. They described that children are entertained, communication is good and appropriate boundaries are in place, whilst also creating a relaxed.

Recommendations to meet with the National Minimum Standards

R1. Review the format of lunch time to ensure all children receive adequate support to eat a decent portion.

R2. Develop a program to strengthen and develop staff knowledge pertinent to their role to improve outcomes for children.

R3. Review activity planning to ensure it robustly supports staff in providing good development opportunities for children.

R4. Include the Welsh language in the provision.

R5. Review and enrich the play environment.

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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