Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Toadhall Montessori Nursery and Creche (Station Road)

50 Station Road
Llandaff North
Cardiff
CF14 2FF



Date Inspection Completed

08/07/2022

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About Toadhall Montessori Nursery and Creche (Station Road)

Type of care provided	Childrens Day Care Full Day Care
Registered Person	Sandra Clayton
Registered places	25
Language of the service	English
Previous Care Inspectorate Wales inspection	
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	**Excellent**
Care and Development	**Excellent**
Environment	**Excellent**
Leadership and Management	**Excellent**

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

Summary

Children are exceptionally happy, settled and make excellent progress in the nursery. They have fantastic fun playing with their friends and have wealth of choice and opportunities to develop different skills and become independent. Children have formed very close bonds with the staff who understand them extremely well and treat them as individuals. Children can speak freely and are encouraged to share their ideas with staff who show genuine interest in their views and opinions. Staff pay very close attention to safety matters. They understand their responsibilities to report concerns and have a clear and sound knowledge of the safeguarding procedure.

The environment is very clean, welcoming, and organised so that children can access facilities and resources with ease. The level of resources and play activities at the nursery are exceptional. The indoor play area is spacious, and children can access the outdoor play area directly. Each of these areas is planned carefully and includes a fantastic variety of age appropriate, developmentally challenging, and exciting play equipment that children get full use of daily. Children freely choose what they want to play with. The environment is safe and all safety checks for the building are in place.

There is an excellent range of policies and procedures to support the running of the service which have been recently reviewed and updated. The staff work very well as a team and managers are dedicated and highly motivated. People who run the service demonstrate a very strong commitment and passion to ensure that the children in their care experience an outstanding service. There is a very good level of staff looking after the children. They work closely with parents in making decisions about their child's well-being and keep them very well informed and updated daily.

Well-being Excellent

Children feel very safe, happy and valued at the nursery. They are free to choose what they want to play with, and the toys and activities are appropriate for their age and stage of development. The children are actively involved in making decisions for themselves and choosing freely, either independently or together as a group. For example, we saw a young child with a clipboard ask their friends to choose what snack they wanted for the day. When they completed the tally chart, the children sat with staff and counted the votes and agreed together which fruit they would have. They frequently approach staff and enjoy spending time playing with them alongside their friends. The children's interests are central to the activities and play opportunities made available to them. For example, we heard lots of laughter as children took turns to race along the path on their scooters dressed as different characters chasing the 'baddies' or escaping the imaginary 'sharks'.

Children have great fun with the activities on offer. For example, children washed the baby dolls in the water tuff tray using body wash to make lots of suds and were keen to dry them off and wrap them in a towel for a cuddle. Children feel safe and secure as they are familiar with the routine of the nursery. For example, the children came into the nursery from school calmly with big smiles on their faces as they were greeted by their familiar key workers. The children laughed as the staff member said she could hear their tummies rumbling ready for their dinner.

Children develop positive, healthy relationships with their friends and staff and are happy to seek support when needed. Children behave very well, are extremely polite and enjoy receiving praise from staff for good manners and being kind and helpful. The nursery provides a calm and relaxed atmosphere.

Children's self -help skills are developing extremely well. For example, the children serve themselves at mealtimes from platters of food, where appropriate, and when finished take their plates to the sink, wash and stack on the draining board. They confidently used the recycling bins to dispose of rubbish and food items. They wash their own hands, tidy up after play and put on their coats. We noted that children who came in from school changed out of their school uniforms and put their clothes into their bags independently before hanging them up. A staff member is available to offer help if required. Children are very confident in using simple Welsh words and phrases while answering simple commands and in songs.

Care and Development — Excellent

Staff follow very clear procedures to ensure they meet the health and safety needs of children. They are very confident in recording accidents, incidents, and the administration of prescribed medication. Staff recognise the importance of updating their First Aid training and a suitable number of qualified first aid staff are always on duty. The nominated child protection person has developed a safeguarding policy for the nursery. She ensures the policy updated and is understood by the staff. Staff are very confident in recognising signs and symptoms of abuse. Most staff have up to date safeguarding training. A daily register of children's attendance is maintained with the actual times recorded.

The nursery has been awarded a 5* Food Hygiene rating. Information on children's allergies is clearly available to all staff and these are managed carefully. For example, staff know the children's individual food preferences and are able to meet the needs of specific dietary requirements. The menu has been developed to ensure that it offers a variety of healthy options with details of all recipes and potential allergies available for parents to view. As part of some of the planned activities the nursery prepares and cooks food with the children. For example, the children made leek and potato soup which was served for their tea and had great fun baking Welsh cakes as part of the St David's Day celebrations which they took home to their families.

The nursery has developed a specific COVID -19 policy, risk assessments and excellent procedures to protect children during the recent pandemic. This was noted by an independent external Health and Safety assessment report of the nurseries COVID 19 procedures when they were awarded a certificate of excellence. Outstanding hygiene routines are in place to promote children's health, including encouraging children to wash their hands at appropriate times.

Staff work together to ensure they have a consistent approach to managing behaviour in line with the nursery's behaviour management policy. For example, staff praise children enthusiastically when they play co-operatively. Staff act as excellent role models as they are very kind and respectful towards each other and the children. Staff have a clear understanding of individual children's needs, abilities, and backgrounds. The nursery plan and record detailed records of children's development at every stage of their time spent at the nursery. Transition records and in-depth profiles of the children are constantly under review. This enables staff to plan age-appropriate activities and individually tailored care that keeps each child interested and develops their skills.

Environment — Excellent

People who run the service follow a very clear set of procedures to ensure the environment is safe for children. The setting is very secure and provides ample space for children to play and learn. Staff carry out regular fire evacuation drills. Maintenance and safety checks are completed routinely for the building and appliances, including portable appliance testing. Due to the age and fabric of the building, an ongoing programme of repairs are in place. For example, people who run the nursery explained that they have plans to remodel and update the garden area of the nursery and are in the process of converting a room on the first floor to an additional dedicated Montessori room for the children. They follow current best practice guidance to protect children from the risk of COVID-19. This includes a combination of regular cleaning of toys, resources, and surfaces at set times throughout the session.

A clear and wide variety of risk assessments are in place to maintain a safe service. Staff use a daily safety checklist of the premises to identify and where possible eliminate any risks to children's safety. The indoor area provides an excellent range of play opportunities for children to be independent and active. There are a suitable number of children's toilets, located on the ground floor of the nursery. There is an outdoor play space for children which offers a good quantity of highly engaging activities for children to develop their physical skills and imaginative play. For example, some children enjoyed reading books and playing with the camping equipment in the tent set up in the outdoor area. Staff provide children with a superb quantity of interesting age-appropriate resources that are well maintained and stored where children can access them freely. There are a large number of multi-cultural, natural, and Welsh resources available also. These include a variety of books which children can access and browse through at any time.

Leadership and Management — Excellent

People running the nursery have a sound understanding of current best practice and show a strong commitment to continually improve the quality of the service provided to children and parents. They have developed an excellent range of policies and procedures that set a clear vision for the service and make sure that all understand, and staff follow them. For example, they have a statement of purpose that outlines the details of the care service they offer to parents and children.

People running the nursery clearly understand the importance of having a team of well trained, confident staff and check that all their mandatory training is up to date. For example, training records demonstrated most staff have completed up to date mandatory training. Staff said that they feel very well supported by a management team who are available for advice, guidance, or support throughout the working day. Recruitment files demonstrate leaders are clear about their responsibility to ensure that staff are recruited safely and have the necessary qualifications and experience required to care for the children. Staff are offered support and guidance by the management team during supervision and appraisals sessions.

People running the nursery have completed a detailed quality of care review to help plan for improvement. We noted that the leader of the service has completed several very useful quality assurance assessments on different areas of her provision. They work in partnership with parents to plan for each child's individual needs and promote excellent outcomes for children. There is a clear, good quality complaints policy available for parents. There are a range of good communication systems at the nursery including regular daily verbal feedback, phone calls and emails and daily diaries for the younger children. Alongside these opportunities, the nursery normally holds parents evening twice a year to allow time for parents to discuss and look through their child's individual development profile.

Recommendations to meet with the National Minimum Standards

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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