Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Burleigh House

25 Bryngwyn Road
Newport
NP20 4JS



Date Inspection Completed

03/04/2024

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About Burleigh House

Type of care provided	Children's Day Care Full Day Care
Registered Person	Sara Evans
Registered places	44
Language of the service	English
Previous Care Inspectorate Wales inspection	02 April 2019
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates 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 happy and can make choices knowing their decisions and voice will be respected. They are confident and engaged in their activities. Children form close, warm relationships with staff and the other children and have opportunities to develop their independence.

Staff follow policies and procedures to ensure children's health and safety are prioritised. They manage interactions with children positively and are good role models. They know the children well, listen to them and offer opportunities that promote their development, interests and curiosity.

The environment is well organised and well-equipped both inside and outside to meet the developmental needs of children. There are a good range of toys and real-life resources for the ages and stages of children cared for. There are measures in place to keep children safe, for example, risk assessments are in place and they are regularly reviewed.

People who run the setting are very motivated and committed to making improvements and maintaining good standards within the nursery. They review their policies and procedures frequently and they maintain the appropriate records effectively. People who run the setting review the quality of care and use the feedback from parents, staff and children to make improvements to the nursery and have good oversight of the service. Partnerships with parents and outside agencies are reported as positive, benefitting children.

Well-being — Good

Children have a good voice and can make choices confidently, communicating well with staff and each other. They know their opinions and interests are acted upon and respected by the staff that care for them. For example, a child brought in their favourite role play costume and this led to a change in the planned activity. Children played superheroes instead, and this was used as the theme for learning.

Children are happy, settled, and comfortable at the setting. Children have a strong sense of belonging and quickly become familiar with daily routines. They move independently and confidently around the environment. They know where they can play and help themselves to favourite toys and resources that interest them. Children feel valued seeing their work on display and feel grounded by photographs of their families and pets, which encourage their understanding of the connections between home and the nursery.

Children interact well with staff who are very familiar to them. They ask staff for support or go to them if they need reassurance. For example, children new to the nursery eventually settled through the care and attention of the staff. Interactions between children are positive and they form constructive relationships with children stating, *"I'll help you!"* to their friends as they play contentedly together at the sand tray. They enjoy sociable mealtimes, chatting happily with their friends and staff. They wait patiently in a short queue at the water butt outside, respecting their friends and waiting their turn, independent of staff intervention.

Children thoroughly enjoy their play and learning opportunities. They have great fun as they play together in the home corner explaining to their friends *"We aren't playing mums and dads we are just playing restaurants and I'm the chef!"* They clearly love making the pies, showing and serving it to their friends. Children choose to play indoors or outside and they demonstrate good concentration and delight in pouring water from one container to another or using the water to wash their dinosaurs.

Children have opportunities to develop their independence. Older children access the toilet facilities freely and wash their hands independently. They help to tidy up after play. Many children are able to put on their own waterproof clothing before going outside, others are confident to ask staff if they need a little help. They confidently move around the learning areas, accessing resources to support their interests. Independence and self-serving is promoted at snack times and younger children confidently feed themselves. However, there were missed opportunities for older children to develop independence and exercise choice during their lunch time routine as they were told where to sit and had no opportunities to self-serve. This was discussed with staff who were open to reviewing the lunch routine.

Care and Development — Good

Staff understand their roles and responsibility to keep children safe. They have a good understanding of the nature of potential safeguarding concerns, understand the safeguarding policy and their duty to report concerns to the safeguarding officer. They are professional and implement the nursery procedures to a high standard. Staff keep written records of accidents and incidents involving children, and parents are informed. They ensure that medication is stored safely, and written permission is obtained before any medication is given. They record the administration of medication and ensure parents sign to acknowledge the information. The person in charge (PIC) has completed and recently reviewed the public health Wales hygiene control audit. She ensures the staff implement good hygiene procedures to help keep children healthy and safe. Allergy procedures are clear and implemented by staff. Staff promote healthy eating habits, and the cook produces wholesome, nutritious well balanced meals. These appeal to the children, who clearly enjoy their food at lunch time. Water is always available to ensure children remain hydrated. Staff ensure all children spend time outside each day and we saw that even on a rainy day children played happily outdoors. Staff encourage children to exercise and explore their environment by engaging in stimulating outdoor activities that promote the development of children's fine and gross motor skills.

Staff build warm and nurturing relationships with the children. They understand the behaviour management policy and consistently use positive reinforcement. They offer praise and encouragement to children for good tidying and accomplishing their goals during play. Staff are good role models; they encourage good manners and remind children to say 'please' and 'thank you'. One child spontaneously said *'Diolch'* after lunch and was instantly praised for her good manners. Staff praised other children saying they were impressed with the children's *'good listening ears and good waiting'*. Staff create positive relationships with children in their care and celebrate their achievements. For example, when children use Welsh they are rewarded with a ticket they post in a 'Tocyn Iaith' box and those with the most tickets get a certificate. However, this and the use of incidental Welsh by staff is not fully embedded in daily practice.

Staff ensure children have lots of opportunities to direct their own learning as well as adult led activities. Staff implement thorough observations of children's progress and plan and evaluate with children, activities that meet their interests. Staff know children and their individual needs well. They naturally adjust the care and the behaviour strategies they use to suit individuals. Children with additional needs are well supported and staff work effectively with outside agencies to ensure the best outcomes for children. There is an identified Additional Learning Needs Co-ordinator who is highly motivated, knowledgeable and enthusiastic in her role to support children and staff.

Environment — Good

Leaders have systems and procedures in place to ensure the environment is safe and secure. Visitors enter via the main entrance and a record of visitors is kept. Staff sign in and out of the building and registers of staff and children are kept, demonstrating who is caring for children and who is present in the building. Fire drills are regularly completed with children, so that everyone is confident of what to do in an emergency. Staff ensure that medication and cleaning materials are stored safely out of the reach of children. Risk assessments for indoor and outside areas are undertaken and daily checks are completed by staff of the play environment. Leaders regularly review the risk assessments, but some minor risks were identified during the inspection. Staff immediately rectified these at inspection or soon afterwards and this was discussed with the PIC. A maintenance team supports leaders to maintain the nursery, and servicing of utilities and equipment on the premises is undertaken in a timely manner.

Leaders ensure that the environment offers good facilities to meet the needs of the children. There are a suitable number of children's toilets and nappy changing facilities for the children that attend. These ensure children's privacy and dignity and supports their growing independence. Suitable arrangements are in place to allow for confidential conversations if required. The indoor area is organised appropriately with interesting zones for play that promote children's curiosity, imagination, and development. Children easily and independently access activities and resources both inside and outdoors. The outdoor area is especially stimulating and an exciting place for children to play and explore. Sleep areas are clean, comfortable and well supervised or monitored whilst children sleep. The dining room is well equipped and spacious allowing children to eat their meals in a calm, sociable space.

Leaders ensure the quality of the furniture, resources, and toys are appropriate, of a high standard and are well maintained. Indoors they provide stimulating resources for all ages and stages of development. Most resources are kept at the children's level and accessible to them. The accessibility of outdoor resources enable children to follow their own interests during outside play and learn about nature and the world around them. Children's personal and social development is also encouraged well through access to multicultural toys and books.

Leadership and Management — Good

Leaders are motivated, enthusiastic, knowledgeable and operate the service to a good standard. Leaders have a clear vision for the setting and effectively communicate this with the staff ensuring a cohesive and professional staff group. There are suitable policies and procedures in place, many of which have been recently reviewed. They maintain good oversight of the service and ensure record keeping is effective. They have addressed the recommendations from the previous inspection ensuring a rich, easily accessible learning environment is available to all children.

Self-evaluation is regularly undertaken and the feedback from parents, staff and children is used to identify strengths as well as areas for improvement and development of the nursery. Record keeping such as accidents and incidents are regularly reviewed to ensure that any issues are identified and addressed as soon as possible. Monitoring and oversight of the service is good as the PIC has been in her role for a number of years and is clear and confident about her responsibilities. She has a good relationship with the Registered Person and regular meeting to support her in the oversight of the nursery.

Leaders manage staff very effectively and follow recruitment procedures to ensure the staff they employ are suitable and able to work in line with current childcare practices. They ensure there are enough qualified staff to care for children and the adult to child ratios are maintained or exceeded. Staff are suitably trained and qualified and hold a current Disclosure and Barring Service (DBS) certificate. Supervisions and appraisals are undertaken regularly and are meaningful to ensure the professional development of staff and the safety of children. Staff we spoke with said they feel leaders are very approachable, supportive and support their professional development and interests. They feel listened to and valued.

Leaders build strong partnerships and work openly and transparently with outside agencies. They have a complaints policy and procedure in place although no complaints have been received. Partnerships with parents, carers, outside agencies, and other stakeholders are good and benefit children’s development. Some information about general staff changes had not been sent to Care Inspectorate Wales but this was discussed at the inspection and rectified immediately.

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 24 - Safety	Ensure that any emerging risks are identified and addressed promptly.

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)
Embed the current strategies to support and promote the use of incidental Welsh.

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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