Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

The Hollies Daycare Nursery

Hollies Nursery
9 Sanatorium Road
Cardiff
CF11 8DG

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

19/07/2021

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About The Hollies Daycare Nursery

Type of care provided	Children’s Day Care Full Day Care
Registered Provider	The Hollies Nursery Ltd
Registered places	148
Language of the service	English
Previous Care Inspectorate Wales inspection	29 July 2017
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

This is an inspection undertaken during the Covid-19 pandemic; therefore, we have focused on the priority areas for this setting and not the full quality framework.

Children are happy and settled. They have excellent opportunities for play and learning within a nurturing setting. They have opportunities to become independent and develop their skills through a range of high quality experiences and play. Children form close bonds with each other and staff.

Staff are professional, well qualified and work well together. They have a good understanding of how to keep children safe and healthy. Staff have implemented robust, in-depth Covid-19 policies and procedures. They plan a good variety of activities, which includes the children's interests and input. Staff keep good records of children's progress.

The environment is well resourced both indoors and outdoors. A good range of toys and resources are provided for the children's play. The environment is clean, welcoming and well organised. Staff follow procedures to ensure the environment is safe and suitable, completing risk assessments and daily checks consistently.

The leadership and management of the setting is strong. There is a clear vision for the service and the management team supports staff to do their jobs well. There are suitable policies, procedures and records in place. Parents are very complimentary, and speak highly of staff and the care their children receive.

Well-being

This is an inspection undertaken during the Covid-19 pandemic; therefore, we have focused on the priority areas for this setting and not the full quality framework.

Children are consistently encouraged to make their own decisions about how they spend their time at the setting. They are able to choose from a variety of exciting and enjoyable activities. Children's self-expression is encouraged and we saw children choose play animals to add to their individual water trays. Staff listen carefully to the children and show an interest in their conversations and ideas. We saw a member of staff respond warmly to a child who was showing her 'baddy finger'.

Children are happy, safe and valued at the setting. They are developing friendships in line with their age and stage of development and make strong attachments with the staff that care for them. Children are familiar with routines, confident in exploring the environment freely and know where resources are and how to access them independently.

Children learn to respect each other and share. We saw children enjoying playing with the trains together. Children sit well for circle time and we saw children responding to the member of staff asking '*Pwy wyt ti*?' (What's your name?).

Children enjoy their play and learning. They benefit from a good variety of age appropriate play and learning resources in each room. They are interested in their play and some show curiosity and the ability to play alone for periods suitable to their age and stage of development. Children have opportunities to engage in adult led activities as well as independently. We saw a small group of children choosing to take part in an interactive story 'We're going on a bear hunt' with a member of staff, with resources to enhance the experience.

Children are developing well and have opportunities to become independent. We saw young children being encouraged to feed themselves, with staff offering support where needed. Children have opportunities to develop their skills during outdoor play such as climbing, bike riding, painting and drawing.

Care and Development

This is an inspection undertaken during the Covid-19 pandemic; therefore, we have focused on the priority areas for this setting and not the full quality framework.

Staff have a good understanding of their roles and responsibilities within the setting. They are effective in keeping children safe and healthy. There are procedures in place to promote the welfare of children, including a thorough safeguarding policy. However, the system for recording and storing relevant records was not as clear. Staff we spoke with were confident regarding their role in protecting children. Staff follow the setting's safeguarding procedures and complete the relevant paperwork to promote children's safety. Staff are clear about safety procedures for the setting and their responsibilities in relation to infection control. There are in-depth policies and procedures in place, which are regularly reviewed. However, not all staff were adhering to the health and safety policy about wearing nail varnish. The management team addressed this immediately. There are very good Covid-19 practices in place along with an in-depth, robust Covid-19 policy, which we saw staff following. We saw a member of staff ask another who was covering breaks in the room to wash their hands on entry to the base room.

Staff work well together to support and promote children's social behaviour, being mindful of their age and stage of development. They are positive role models for children in their care, treating each other and children with respect and kindness. Staff show interest in children's work and are happy to play with children to support their learning and development. There is an appropriate behaviour management policy in place which staff are familiar with.

Staff are supportive, nurturing and engage positively with children to support their play and development. There is a good system for recording and identifying children's progress and next steps. We saw staff carrying out observations in line with the children's development trackers and their individual plans. Staff plan a good variety of activities, which follows the children's input and interests. The use of incidental Welsh is strong throughout the nursery.

Environment

This is an inspection undertaken during the Covid-19 pandemic; therefore, we have focused on the priority areas for this setting and not the full quality framework.

The environment is safe, secure, and attractive and provides spacious accommodation for children's activities. Staff complete daily safety checks of the indoor and outdoor environments to identify and where possible eliminate any risks to children's safety. Staff and children sign in and out of each base room on arrival and departure of the nursery. However, staff do not sign out for breaks and lunches. Safety certificates are up to date including gas boiler service, electrical PAT testing and fire safety checks. In-depth policies and procedures are in place to keep staff, children and visitors safe. There is an in-depth Covid-19 policy and risk assessment in place to keep everyone safe during the Covid-19 pandemic, as mentioned above. There are effective risk assessments in place that identify and eliminate risks to children, staff and visitor's safety.

The nursery environment is welcoming and well maintained. All nursery base rooms are well resourced with good quality, real life resources such as pots and pans in the home corner, books and dolls. Wall displays include the children's art work and photographs of them in their play which gives the children a sense of belonging. The outdoor area includes equipment, which is suitable for the age of the children. We saw a wooden climbing frame for the older children and a smaller, more compact wooden nook for the younger children.

There is a good range of toys and learning materials that meet the needs of the children in each base room. Resources are stored on units suitable for the children in each room. For example, a mirror placed low down on the wall in the baby room and shelving was higher in the older children's rooms. Children enjoy their time outside and show great enthusiasm, moving around the area with ease.

Leadership and Management

This is an inspection undertaken during the Covid-19 pandemic; therefore, we have focused on the priority areas for this setting and not the full quality framework.

People who run the service are skilled, experienced and manage the service very well. The statement of purpose is in-depth and provides parents with the relevant information about the service so they can make an informed decision about its suitability for their child. There are detailed policies and procedures in place which are reviewed and updated as and when required. The responsible individual provides support to the persons in charge and their teams to ensure children's needs are well-considered at all times. There are rigorous safeguarding procedures, which promote the welfare of children. Safeguarding records need to be more clearly organised and recorded. Fire evacuation drills are completed regularly and good evaluations of each drill are recorded. Accident, incident and pre-existing injury forms are completed, discussed and evaluated monthly by the management team to identify trends and actions. There is no place for staff and parents to date the forms.

Staff files are of a good quality and all relevant checks are made to ensure staff are suitable to work with children. All staff receive regular supervisions and annual appraisals and all staff received an appraisal on return to work following the nursery's closure due to Covid-19. People who run the setting, particularly in light of the Covid-19 pandemic, carefully consider the well-being of staff. The annual Quality of Care review is in-depth and includes parent, staff and children's feedback.

There is a clear system in place to ensure that staff's Disclosure and Barring Service checks (DBS) are up to date. There is a system to keep track of mandatory training and there are good opportunities through the local authority for staff to receive additional training as required. Staff we spoke to told us that they feel supported and valued at the nursery. They said that the management team are supportive and helpful with any queries they may have.

The setting has established trust and very good communication links with parents. Parents we spoke to told us that they value feedback on their child's progress and that they like the end of day updates from their child's key worker. Parents also told us that the nursery provide children with good experiences, meals and snacks that are healthy and what their children enjoy. They also told us that they would recommend the nursery to friends and family.

Recommendations to meet with the National Minimum Standards

R1. Ensure safeguarding records are clearly logged and stored

R2. Ensure the health and safety policy is followed at all times about the wearing of nail extensions and nail varnish

R3. Ensure there is space for parents and staff to date the accident, incident and pre-existing injury forms

R4. Ensure staff sign in and out of base rooms when covering and taking breaks.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved	
None	

Areas where priority action is required	
None	

Areas where improvement is required	
None	

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