Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Startrite Nursery

Startrite Nursery
5 Ashgrove Terrace Nelson
Treharris
CF46 6LR



Date Inspection Completed

01/11/2022

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About Startrite Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Startrite Nurseries Ltd
Registered places	20
Language of the service	Both
Previous Care Inspectorate Wales inspection	Manual Insert] 19 July 2019
Is this a Flying Start service?	Manual Insert]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	**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 comfortable, settled and enjoy spending time with their friends at the nursery. They have formed close bonds with the staff who are kind and nurturing with them. Children can speak freely and share their ideas with staff who show interest in their views and opinions. They have some opportunities to develop different skills and become independent. Children are provided with an excellent choice of freshly prepared, healthy meals and drinks.

In general, staff pay close attention to health and safety matters and have good knowledge of the safeguarding procedure. Nearly all staff have a childcare qualification and have worked at the setting for many years. They are confident in their role and the procedures in operation. They know the individual needs of children well and keep daily records updated.

Overall, the setting provides suitable space and is a welcoming environment for the care needs of children. There are appropriate indoor and outdoor facilities which are secure. The environment may not always be safe as risk assessments had not been updated regularly and we identified several potential hazards. These were addressed immediately, and the risk assessments updated. There are appropriate cleaning and building maintenance schedules in place.

Overall, some areas of leadership and management are effective, but other areas require improvement. This inspection identified areas where the setting was not meeting the regulations and national minimum standards. The manager is very receptive to advice and made the necessary improvements immediately, therefore we have not issued a priority action notice on this occasion. There is minimal turnover of staff and they are happy working at the setting. There is a process in place to review the quality of care offered at the service, but this has not been effective enough to identify improvements that are needed. There is a good range of policies and procedures to support the running of the service which have been recently reviewed and updated. Partnerships with parents and the local authority are well established and generally effective.

Well-being Adequate

Children are happy, enjoy attending and have sufficient choice about their care and play. Children are confident to express themselves, develop relationships with their friends and staff. Children are listened to and their attempts to speak or communicate are valued. For example, we watched, children eagerly pick the song they wanted to sing and on numerous occasions saw staff join a child to support their chosen activity. Staff across the nursery instinctively consult children about their play. For example, we heard a toddler squeal excitedly when offered to go to the messy activity.

Children are content and form close emotional bonds with familiar staff which helps them feel secure and relaxed. They settle quickly when they arrive, greeted by staff and their friends. Children interact and play co-operatively with their peers and know the daily routines well. Children are learning to manage their own behaviour and developing their social skills. They enjoy receiving praise and recognition from staff for good manners and being kind and helpful. They play alone or alongside their friends as they learn to share and work together happily. For example, a few children took turns to roll an item to see whose went the furthest. Children spontaneously say please and thank you, especially during snack time.

Children enjoy their play and learning. They respond positively to staff's engagement in their play and follow their instructions well. They have many opportunities to learn basic Welsh, singing songs, learning to count and name colours during activities. Children have regular opportunities to develop their independence. They confidently use the bathroom facilities with staff on hand to support if needed and are able to pour their own drinks.

Care and Development — Adequate

In the main, staff understand how to keep children safe and healthy. They nearly all have a childcare qualification. They successfully implement policies and procedures, many of which have been reviewed and updated during this inspection. Staff we spoke to understand their role in protecting children. They recognise signs and symptoms of abuse and are aware of their responsibility and the procedure to report concerns to the relevant authorities. Accidents, incidents and existing injuries are recorded appropriately. Staff complete medication records well and the medication policy and recording system has been further reviewed. Nearly all staff have a first aid certificate. People who run the setting make sure that children are provided with a very good range of freshly prepared, healthy meals and drinks. Staff are clear regarding children's individual dietary needs and provide food in line with their policy.

Staff work together effectively and have a consistent approach when managing behaviour in line with the setting's behaviour management policy. Staff act as good role models, promoting good manners and respect for each other and children. They are kind and nurturing in their interactions. Staff remind children to listen and share with their friends using a positive tone of voice. They intervene promptly to distract children from a negative situation because they know the children well and are attentive. Staff make sure they set realistic boundaries, having regard to the child's understanding and stage of development. Children behave well and there were only very few occasions when staff needed to intervene in minor disagreements, such as sharing toys.

Staff know the individual needs of the children well. They have some written information regarding children's key details before they start and monitor their development as they progress through the setting. However, the planning of activities to develop children's next steps is not effective, and people running the setting said they recognise this as an area in need of improvement. Some staff are fluent Welsh speakers, and we heard a good level of Welsh used through songs, simple instruction and during play, such as repeating colours and counting bilingually. Staff make the activities fun and as a result children sustain interest and enjoy their play. Staff readily encourage children to share their ideas about activities and toys they like to play with and are responsive to children's needs.

Environment — Adequate

People who run the setting ensure that in the main, the premises are welcoming and secure. It provides suitable space and facilities for children to receive appropriate care and activities. We identified an area of improvement in relation to potential hazards in the environment such as use of radiator covers, infection control, storage of equipment in the nappy changing area, security and a poorly fitting fire door. People who run the service took immediate action and promptly resolved the issues. There are risk assessments in place, and these have been reviewed and updated during this inspection. Staff carry out regular fire evacuation drills which are recorded. Records of fire drills have been improved since the inspection to ensure they reflect how successful they are and whether any issues are identified. Maintenance checks for the building and appliances are routinely undertaken.

People who run the setting ensure that the facilities meet the needs of the children cared for. The indoor area is divided up into two main care areas. Children aged under two are located in rooms upstairs and those aged over two downstairs. At the time of this inspection, the setting was in the process of being redecorated and the baby room was not being used. There are a suitable number of children's toilets and changing facilities for the numbers of children attending the setting. The under two's area of the nursery has a separate designated sleep room. There are two outdoor play spaces that children are usually taken to at set times of the day. These areas offer activities and use of equipment for children to develop physical skills. There is a purpose build outside classroom where children can access a good range of activities. We did not observe the outside areas in use as there was some renovation work being carried out to lay artificial grass. The service is in the process of expanding to the adjoining property, but this currently does not affect the operation of this setting.

People who run the setting ensure that equipment and resources are in the main, suitable for the age of the children and that they are of suitable quality. Children can access many resources themselves, which supports their independence. Younger children were being cared for alongside the older children due to their room being redecorated. Staff ensured they could only access suitable toys for their age, and the risk assessment was updated to show how this is managed safely. The setting has suitable furniture such as child sized tables, chairs and soft furnishings. Highchairs have been replaced recently to ensure they can use a five-point harness.

Leadership and Management — Adequate

Leadership and management is effective in some areas but requires improvement in others, to ensure that the improvements made are effectively embedded in the setting and are monitored. We found areas of non-compliance with the regulations such as staff pre employment checks and records of attendance. This is a serious matter, but the provider acted on the issues immediately and drew up a robust plan evidencing they were clear regarding the understanding of the regulations for any future employment. Therefore, we have not issued a priority action notice on this occasion. Overall, we found that although people running the setting have procedures in place to ensure the smooth running of the service, many were out of date. The provider was very open to discussion and demonstrated a very strong commitment to resolve issues identified. Policies and procedures have been thoroughly reviewed and updated during this inspection. Staff complete daily records such as accidents and incidents well. Medication records omitted some detail, but this was addressed immediately by a new form being introduced.

People who run the setting have arrangements in place to monitor the care and evaluate many aspects of the service, but this process requires improvement. They do not always identify improvement required within the annual quality of care review. People who run the setting are however, responsive and addressed all the issues raised at this inspection, including areas of non-compliance, promptly. They completed the required CIW online Self-Assessment of Service Statement (SASS) and submitted it appropriately in 2021. The review for 2022 is ongoing. There is a complaint procedure in place, and this has been updated during this inspection. They told us that they had not received any complaints.

People who run the setting are experienced and keen to provide a flexible, reliable service for children and their parents. Nearly all staff have worked at the setting for many years and work very well as a team, providing consistent care for children. They nearly all have a childcare qualification. People who run the setting are dedicated and motivated. They understand the importance of ensuring that mandatory training for staff is completed and sufficient staff hold first aid and most have training in safeguarding. The provider has a policy on staff recruitment. We looked at a staff recruitment file and found that the checks undertaken did not meet the regulations. This is a serious matter, but due to the prompt action taken by the provider, the matters have been addressed and we have not issued a priority action notice on this occasion. The provider has reviewed the recruitment policy and undertaken training in recruitment, therefore the recruitment process should be more robust and ensure staff are recruited in line with the regulations in future. The provider has arrangements for managing staff performance and most staff have some useful opportunities to discuss and reflect upon the quality of their work during formal supervisions, as well as informally on a daily basis.

People who run the setting have developed strong partnerships with parents and the local authority. They work closely with parents when making decisions about their child's well-

being and keep them very well informed and updated on a daily basis. There are a number of communication systems in place, namely verbal, sharing a daily diary and secure social media to share information about their child and the setting. The setting does not routinely share policies and procedures with parents. They are available to them if requested, but the agreed to person in charge agreed they need to be more proactive in ensuring that parents are clear regarding the policies operated by the setting. CIW surveys completed by parents were very positive regarding the staff and the service they receive.

Recommendations to meet with the National Minimum Standards

During the course of this inspection, the provider has reviewed and improved many aspects of the setting. Many of these are recorded in the body of the inspection report. Therefore, the recommendations have in the main, been met. However, the provider must continue to monitor how successfully the changes to policies and documentation are embedded in the setting.

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
37	The provider has not ensured the suitability of the premises.	Achieved
15	The provider has not ensure that the statement of purpose includes all required information	Achieved
28	The provider has not ensured that all necessary documentation is contained in staff records as part of the staff recruitment process.	Achieved
16	The provider has not ensured that the service is reviewed annually.	Achieved

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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