



## Inspection Report

**Funtazia Day Nursery Prince Charles Hospital**

**Prince Charles Hospital  
Gurnos Estate  
Merthyr Tydfil  
CF47 9DT**



**Date Inspection Completed**

06/09/2023

## About Funtazia Day Nursery Prince Charles Hospital

|                                                       |                                                                                                                                                                             |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type of care provided                                 | Children's Day Care<br>Full Day Care                                                                                                                                        |
| Registered Provider                                   | Funtazia Day Nursery Ltd                                                                                                                                                    |
| Registered places                                     | 48                                                                                                                                                                          |
| Language of the service                               | English                                                                                                                                                                     |
| Previous Care Inspectorate Wales inspection           | 16 July 2018                                                                                                                                                                |
| Is this a Flying Start service?                       | Yes                                                                                                                                                                         |
| Does this service promote Welsh language and culture? | 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. |

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|                                                  |                  |
|--------------------------------------------------|------------------|
| <a href="#"><u>Well-being</u></a>                | <b>Excellent</b> |
| <a href="#"><u>Care and Development</u></a>      | <b>Good</b>      |
| <a href="#"><u>Environment</u></a>               | <b>Good</b>      |
| <a href="#"><u>Leadership and Management</u></a> | <b>Good</b>      |

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

## **Summary**

Children have excellent opportunities to make choices and influence the direction of their play. They are extremely happy and relaxed in their relationships with staff, showing significant trust and warmth. Children behave very kindly and considerately, communicating effectively with both adults and their peers. They are independent and highly confident in their own abilities.

Staff have a good understanding of their roles and responsibilities to keep children safe and healthy. They care for children in a kind and relaxed way. They support children's learning and development appropriately and facilitate a variety of interesting activities.

People who run the setting have sound systems and procedures in place to ensure the environment is safe, clean and secure. The premises are welcoming and friendly, and provide sufficient space for children to play both indoors and outdoors. Resources provided are varied, interesting and age appropriate.

People who run the setting are experienced and manage the nursery effectively. They have a good understanding of the regulations and National Minimum Standards. They have clear strategies to improve the service and they use robust processes to ensure safe staff recruitment.

## Well-being

Excellent

Children thrive at this setting as they have a strong voice and excellent opportunities to make choices. They choose their activities freely and understand they will receive help or support if they ask for it. Children make their requests to adults through verbal and non-verbal methods effectively. For example, babies very confidently gesture to toys which staff then help them to reach. Children are encouraged to share their ideas for activities, and when their ideas are supported by staff, they engage in them with significant enjoyment and enthusiasm. Children are confident to voice whether they wish to pause their play for drinks as they know that staff will respond sensitively.

Children feel safe at the nursery as they have very warm relationships with staff. Those that are a little unsettled due to being new to the setting or tired, approach staff members for a cuddle and gentle reassurance. They look very happy and relaxed when they move around the nursery. Children receive encouragement and praise from staff when learning new skills, which gives them the confidence to learn and explore. They enjoy a sociable lunchtime, chatting happily with friends and staff.

Children behave and interact well for their ages and stages of development. They share sensitively and instinctively. For example, smiling babies pass shakers to each other. Children are assured of expectations regarding their interactions; they wait their turn for a space at the water tray and work together to build a train track. They respond well to praise and enjoy engaging in meaningful activities initiated by staff.

Children experience interesting and developmentally appropriate opportunities that promote their all-round development. They enjoy seeing their ideas come to life, for example, through decorating a Gruffalo following a chat about it at lunchtime. They are self-motivated to initiate their own play. Babies roll balls to invite staff members for a game, while others take books to adults and enjoy quiet time together. Children value the opportunity for active play in the outside play area.

Children develop well and demonstrate curiosity. They are encouraged to eat with independence appropriate for their age, while some older children join staff members in wiping tables. Children of all ages are encouraged to tidy away their toys at given times. Older children are confident at washing and drying their hands, while younger children do so with guidance. They concentrate well on both child-led and planned activities.

## Care and Development

Good

Staff follow clear policies and procedures to ensure children are healthy and safe. They consistently demonstrate effective hygiene practices such as wiping tables before and after use, washing their own hands and helping children to do theirs. Many staff members confidently identify emerging risks within the rooms. They identify risks when carrying out specific activities such as water and sand play, but these are not written and conducted in advance. The nursery chef serves healthy, nutritious food and staff offer alternatives if children do not like the provided meal. Staff follow clear procedures to manage allergies and individual dietary requirements. Older children have access to water stations in their rooms, while younger children are provided with drinking water through the day. Staff members follow suitable nappy changing procedures and record changes appropriately. They recognise signs and symptoms of abuse and are aware of their responsibility to report safeguarding concerns to the relevant authorities. Staff implement procedures for the recording of accidents, incidents, administration of medicine and pre-existing injuries. People who run the setting review these regularly to identify concerns or patterns. Staff ensure that children are always well supervised. They feed back to parents daily to ensure they are kept informed of their child's day.

Staff deliver warm, skilful care. They know the children well and meet their individual needs thoughtfully. For example, we saw different staff members using a variety of effective methods to soothe an unsettled child who was new to the setting. Staff offer consistent praise and encouragement to children to provide reassurances and boost confidence. They act as good role models through positive, friendly interactions with each other and children. Staff encourage children to share and take turns. Staff in all rooms work well together to support and promote children's social behaviour, taking into consideration their age and stage of development. They use consistent reminders such as "*gentle hands*" and make suggestions for how children can interact such as, "*say excuse me to your friend if you want to get past*".

Staff support children's learning and development well. They plan activities that are appropriate for the children in their care and evaluate these appropriately to identify next steps and additional opportunities for learning. Staff working with older children have embraced the new Curriculum for Wales through providing a range of planned activities which run alongside impromptu activities focused around children's interests and questions. Staff in all rooms track children's development and identify next steps.

## Environment

Good

The nursery operates from a building located within the hospital grounds. The building is secure as perimeter fences are solid, and staff ensure authorised entry only. Well-maintained gates ensure that children do not have unsupervised access to the garden and kitchens. There are suitable risk assessments in place for areas of the building, although not for specific resources. People who run the setting ensure that risk assessments are reviewed at least annually and consider issues identified by staff in their daily safety checks. A fire risk assessment is in place for the building and people who run the setting carry out fire drills to ensure children and staff know how to exit the building safely in an emergency. They maintain appropriate records of the drills. They ensure that routine safety checks for the building and appliances are undertaken. Cleaning rotas evidence regular cleaning routines. Bathrooms are well stocked with soap and paper towels to promote an infection free environment.

The nursery environment offers good facilities to care for children. All base rooms are furnished with appropriately sized furniture that allows children to be comfortable and independent. Toddler and pre-school rooms have toilets to allow children to access them freely. Nappy changing facilities are accessible and well equipped. Younger children eat their meals and snacks in their base rooms, while pre-school children eat in a designated dining room. Babies have a sleep area within their base room that is equipped with clean, well-maintained cots. Older children benefit from a sleep room where they can rest away from children who are continuing to play. Babies have use of an outdoor area adjacent to their base room where they can play safely as measures have been taken to minimise risks to children at early stages of walking. The outdoor play area for older children is accessible from the base rooms via secure gates and then down steps. The area has artificial grass, a large wooden cabin for shade and a variety of resources for active play. Some parts of the garden need some routine maintenance such as painting of fences.

Toys and resources are largely well-maintained and of good quality as staff clean them regularly and monitor them for defects. Items for children are stored at low level within their easy reach, to aid their independence. Resources in each room are appropriate for the age and stage of development. They are constructed with a variety of materials to interest children and stimulate. However, very few resources were 'real-life' or represent diverse society.

## Leadership and Management

Good

People who run the setting are efficient in their management and are committed to ongoing improvements. They keep Care Inspectorate Wales up to date with any changes and send in regular notifications and documents as required. People who run the setting have created a written statement of purpose which provides parents with an accurate picture of how the service runs. They have a thorough system for ensuring their policies and procedures are updated and they refer to new legislation and guidance. All cars used to transport children have valid insurance, tax and MOT. People who run the setting carry out effective record-keeping overall, with all required information kept for children and staff. Since our visit, they have strengthened their procedures for storing safeguarding information. There is a register of children attending and staff working, which records exact times of children's arrivals and departures. However, this information is not always clearly written and efficiency of this system could be strengthened.

People who run the setting are reflective and keen to deliver a quality service to families. They make appropriate responsive changes to ensure this. People who run the setting create a quality of care report and meaningfully consult with parents, staff and children to feed into this. There is a suitable complaints policy available for parents which we observed to be followed appropriately in the event of a complaint.

People who run the setting actively support staff to provide a quality care provision to children. They motivate staff through a range of positive initiatives to foster good staff well-being. Staff we spoke with told us that they feel listened to and supported, and they feel that people who run the setting have an 'open door' for them to discuss anything. People who run the setting make appropriate checks to ensure staff are suitable to work with children before they take up their post. They have a clear system for ensuring that staff have up-to-date safeguarding, first aid and food hygiene training. People who run the setting have an effective induction process in place and provide annual appraisals. Staff also receive 1:1 supervisions, although the frequency of these isn't always regular.

Parents we spoke with expressed very high levels of satisfaction with the nursery and the communication with staff. Many commented that their child is happy and thriving in the care of the nursery, with one parent noting that "*Children are at the heart of everything the staff do.*"

| Summary of Non-Compliance |                                                                                                                                                         |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Status                    | What each means                                                                                                                                         |
| <b>New</b>                | This non-compliance was identified at this inspection.                                                                                                  |
| <b>Reviewed</b>           | 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. |
| <b>Not Achieved</b>       | Compliance was tested at this inspection and was not achieved.                                                                                          |
| <b>Achieved</b>           | 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                             | Risk assess activities and resources.                                                  |
| Standard 7 - Opportunities for play and learning | Provide more resources that are real life and that reflect our multi-cultural society. |
| Standard 5 - Records                             | Ensure that registers are completed clearly and accurately.                            |

| <b>Ratings</b>   | <b>What the ratings mean</b>                                                                                                                                                                                                                                                                                           |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Excellent</b> | 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. |
| <b>Good</b>      | 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.                                                                                              |
| <b>Adequate</b>  | 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.                                                                                                                    |
| <b>Poor</b>      | 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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