Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

New Beginnings Ltd Day Nursery

New Beginnings Nursery
209 Ystrad Road
Pentre
CF41 7PE



Date Inspection Completed

07/03/2023

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About New Beginnings Ltd Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	New Beginnings (Rhondda) Ltd
Registered places	49
Language of the service	English
Previous Care Inspectorate Wales inspection	Manual Insert] 7 August 2018
Is this a Flying Start service?	Manual Insert]Yes
Does this service provide the Welsh Language active offer?	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	Adequate
Leadership and Management	Adequate

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

Summary

Children express themselves very well. They feel safe, happy, and valued at the setting. Children are kind and caring, they take turns and co-operate with one another. They have good opportunities to develop their independence skills.

Overall, staff implement appropriate policies and procedures which promote children's health and safety. They understand and follow the setting's behaviour policy and manage interactions well. They are positive role models, showing warmth and kindness towards children.

People who run the setting ensure children are cared for in a clean, and secure environment. All staff are aware of their responsibilities in relation to the safety and welfare of children. Health and safety checks take place, although, they do not always identify risks.

Overall, people who run the setting have adequate knowledge and understanding of their regulatory responsibilities. Following the inspection visit, they have implemented several changes, acting swiftly to address recommendations made. Improvements need to be consistently maintained. We, Care Inspectorate Wales (CIW) have noted two areas for improvement and several recommendations at the end of the report.

Well-being — Good

Children express themselves well. For example, we saw children use non-verbal communication to request to play in another area with their wants recognised by staff. Other children asked to play with balls and developed a game with resources available to them. On arrival at the setting, children choose if they would like their lunch or to settle and play first. Children communicate confidently with one another. For example, when a child was leaving, their friends shouted ‘goodbye’ and waved to them. Children help themselves to resources and activities.

Children feel safe, happy, and valued at the setting. Children receive comfort and reassurance from staff when they need it. Children are confident and happily engage with activities and one another. One child confidently asked us (CIW), *“Who are you?”* and engaged in a detailed conversation. Children are active and express enthusiasm and enjoyment. We saw children laughing and interacting well with one another. One child shouted, “*it’s my birthday*” and confidently told us how old they were.

Children are forming relationships and have a positive sense of belonging. They play nicely alongside each other, taking turns and co-operating. For example, a group of older children enjoyed playing for a long period of time building with wooden ramps, troughs and using toy cars to race. Younger children share sensory resources laughing, smiling, and listening to the sounds they make.

Children are interested in their play and learning. They enjoy an interesting range of opportunities. Children initiate their own play and demonstrate perseverance to complete a task. For example, during an investigation activity, we saw children using magnifying glasses to explore a range of real materials and ‘bugs’ in the tuff spot. Older children proudly made cards for family members, sharing resources with one another. Children engage kindly with one another. One child said to another *“Look what I have found*”, giving them the item, the child said, “*thank you*” with a response of “*your welcome*”. Children are polite and well-mannered, with little prompting from staff.

Children have a good range of opportunities to develop their independence skills. They help staff to tidy up, putting resources back in the correct places. During mealtimes, older children eat independently, they pour their own drinks from a jug and clear their plates after they have finished. Younger children have support, where needed, but are encouraged to try and feed themselves. Children use the toilet facilities independently and younger children are encouraged to wipe their hands with support from staff.

Care and Development — Good

Overall, staff implement policies and procedures which promote children’s health and safety well. Effective hygiene practices are in place, such as regular cleaning, handwashing, and

nappy changing procedures. Accident and incident forms are shared with parents, via an online system. Nearly all consent forms are in place for children. Following the inspection visit, outstanding consent forms were completed. Records are in place for children who have dietary needs. However, they do not include signs, symptoms, and actions to take in the event of an emergency. Children and staff attendance registers are mostly complete. However, it is not always clear who is caring for children at certain times. For example, during staff lunch breaks. Many staff attend regular training and have access to online training facilities. Several staff do not have current paediatric first aid. People who run the setting have taken prompt action to address this and have booked training. Overall, they have a good general understanding of safeguarding, including how to respond to child protection concerns.

Staff understand and follow the setting's behaviour policy and manage interactions well. They are good role models, showing warmth and kindness towards the children and encouraging positive behaviour. For example, they respond at children's level and encourage children to ask for "*my turn*" when sharing resources. Staff diffuse situations through distraction, providing children with alternative toys and plenty of praise. We heard staff say, *"Well done",* "Da lawn" and give high fives. Staff include children in decision making. For example, they asked children what would happen if they did not tidy sand up off the floor. Children competently answered, *"we could fall and crash on the floor".*

Staff know the children well, they have a caring attitude and clearly enjoy spending time with them. They are aware of children's individual needs and development, making effective use of a key worker system. Observations and development records are maintained consistently, meaning staff can use these observations to effectively plan their next steps in learning. Staff are implementing aspects of the Curriculum for Wales and are listening to children's voice well. Many play and learning opportunities reflect changes in the curriculum and provide opportunities for continuous provision. Staff promote children's learning well by providing open ended questions, engaging, and extending their play. Basic planning is in place, linking to themes and topics. These plans are then adapted to suit children's interest as needed. Staff recognise when children may have additional needs or require more support. They take appropriate action, signpost to outside agencies and work in partnership with parents, if needed. Staff promote Welsh through songs and rhymes, as well as through incidental language and instructions. Some signs are bilingual.

Environment	**Adequate**

Overall, people who run the setting ensure children are cared for in generally clean, and secure environment. Health and safety policies and procedures are in place at the setting. During the inspection, the lower ground fire exit door was swollen shut and unable to be

opened. Older children, who normally access this area for after school club, were unable to use the facilities until this was fixed. There is adequate space for children attending within the ground floor of the building. People who run the setting took immediate action to ensure the area was safe and confirmed no one was to use the lower ground floor of the building. This could pose a potential risk to children and staff at the setting. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Following the inspection visit, people who run the setting confirmed the fire door was fixed.

Visitors to the setting sign a register on arrival and departure. Risk assessments are in place and staff follow them appropriately, although not all hazards are identified, and action is not always taken promptly to reduce these risks. For example, a few storage rooms are not locked, and equipment in some areas could pose a potential hazard. Following the inspection, people who run the setting have placed a stair gate in the hallway to prevent unsupervised access to a storage area. Regular cleaning routines reflect adequate hygiene practices and infection control procedures. Fire drills are undertaken regularly. However, records are very basic. Following the inspection, a record has been developed which includes more detail.

The environment has a suitable indoor play space for children to move freely, with areas for younger children on the main floor and an area for older children on the lower ground floor. The main floor is light, bright and promotes an airy feel, in contrast the lower floor has smaller rooms and evidence of some damp. People who run the setting confirmed they work hard to maintain the building, however, there are signs of damp due to the age of the property. They ensure play equipment and toys are easily accessible for children, encouraging their independence. Separate toilet facilities are available for children to access with the supervision of staff. Older children can access their own belongings with ease from their own coat pegs.

People who run the setting ensure children have access to suitable quality materials and resources. Such as vehicles, blocks, construction, sensory and role play, with a range of real-life objects and resources. The setting promotes a range of celebrations and has some resources which help to promote diversity. People who run the setting confirmed the garden area is not in use, as it is unsafe. However, children regularly access the local community. Staff informed us younger children went for a walk the previous day and on the day of the visit older children went to the local park.

Leadership and Management — Adequate

Overall, people who run the setting have appropriate knowledge and understanding of their regulatory responsibilities. However, improvements are needed. There are adequate policies and procedures in place. Although these are regularly reviewed, some require updating to reflect current information. Following the inspection visit an up-to-date statement of purpose has been provided to CIW.

Overall, most regulatory records are kept. However, not all documents are reviewed, meaning some accident forms and registers are missing signatures or other important information. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Following the inspection, people who run the setting have confirmed changes have been implemented to ensure all record keeping is maintained clearly and reviewed across the setting. Appropriate insurances are in place and building certificates, such as boiler and electrical checks, are current.

People who run the setting are in the process of completing their Self-Assessment of the Service Statement (SASS). They have informed Care Inspectorate Wales (CIW) of significant staff changes, but not of all general staff changes. Following the inspection, an updated staff matrix has been provided. People who run the setting have a clear vision for the setting and are planning to develop many aspects in the future, with support of funding. They are very passionate and inclusive to all to who are involved with the setting.

People who run the setting manage their teams adequately. Staff told us they are happy at work and enjoy working as a small team. Informal supervision and discussions take place, but these meetings are not always formally recorded. Following the inspection, people who run the setting confirmed the meetings will be formally recorded. They generally follow safe recruitment processes to safeguard children, with many long-standing staff at the setting. Disclosure and Barring Service checks (DBS) are in place for all staff. Following the inspection DBS have also been instigated for volunteers who support in the setting.

Older children we spoke to were happy and enjoyed attending the nursery. Feedback received from parents confirmed they were also happy. Staff are proactive in engaging with parents and provide up to date information through the online app, which shares children's daily information and their development. People who run the setting engage with the local authority and are pro-active in seeking support, training, and funding. They implement many initiatives such as toothbrushing and healthy pre-school scheme.

Recommendations to meet with the National Minimum Standards

R1. Ensure first aid training is maintained and remains current at all times
R2. Ensure accurate and detailed records are kept of children's dietary needs
R3. Ensure fire drill records include more detail
R4. Ensure all potential hazards are identified within the setting's risk assessments and that action is taken promptly to address them
R5. Ensure staff supervision and appraisal are formally recorded and are effective to people in their role.

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

30	The responsible individual must ensure all regulatory records are complete.	New
38	The responsible individual must ensure clear means of escape at all times, in the event of an emergency.	New

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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