Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Britannia Day Nursery Ltd

Caerphilly Business Park
Caerphilly
CF83 3GG



Date Inspection Completed

05/01/2023

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About Britannia Day Nursery Ltd

Type of care provided	Childrens Day Care Full Day Care
Registered Provider	Britannia Day Nursery Ltd
Registered places	76
Language of the service	English
Previous Care Inspectorate Wales inspection	
Is this a Flying Start service?	
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	**Excellent**
Care and Development	**Good**
Environment	**Good**
Leadership and Management	**Excellent**

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 in the language of their choice. 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. Staff use Welsh widely to effectively support children who have Welsh as their first language.

Managers have sound systems and procedures in place to ensure the environment is safe, clean and secure. The premises are welcoming and friendly and provides sufficient space for children to play both indoors and outdoors.

Managers are experienced and manage the nursery very effectively. They have an excellent understanding of the regulations and National Minimum Standards. They have clear strategies to improve the service and they use highly robust processes to ensure safe staff recruitment.

Well-being Excellent

Children are settled and express their enjoyment and enthusiasm for the setting. They make choices freely and make their requests to adults through verbal and non-verbal methods. Welsh-speaking children take enormous comfort from knowing that they can communicate their needs in their preferred language. Children are very confident and develop excellent self-esteem, displaying satisfaction with the wide range of play and learning opportunities available to them. We saw a group of boys playing very happily together with dolls and a dolls house, displaying an ethos that is free of gender stereotyping.

Children feel safe and secure at the nursery. They have very warm relationships with staff and readily approach them for guidance or comfort. All base rooms have displays of children's birthdays which provides them with a feeling of belonging. Children are reassured by familiar routines that provide structure to their days. For example, we saw children excitedly running to the dining table as they saw a staff member lay it for lunch. They look happy and relaxed when they move around the nursery. Children receive significant encouragement and praise from staff when learning new skills, which gives them the confidence to learn and explore.

Children behave and interact exceptionally well for their ages and stages of development. They take turns and share and sensitively request others to join them. For example, we heard children suggesting that "*We can play together*" and saw them offering toys to invite their friends to play. Children are eager to show or talk about what they have been doing and enjoy admiring the successes of their peers. We heard a child congratulate another for their "*good concentration*". They respond well to praise and positive reinforcement and enjoy engaging in meaningful activities instigated by staff.

Children experience interesting and developmentally appropriate opportunities that promote their all-round development. These enable them to confidently follow their own interests. They are self-motivated to initiate their own play and to influence their tasks and activities. Children have regular exercise and fresh air.

Children develop well and demonstrate curiosity. They are encouraged to eat with independence appropriate for their age, with babies holding bananas, and older children using cutlery effectively. 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. We saw a group of toddlers deeply engaged for a considerable length of time while listening to a story being read.

Care and Development Good

Policies and procedures are in place to ensure that children's health and safety needs are met, and hygiene practices are usually followed by staff. For example, staff wear aprons during meals and aprons and gloves during nappy changing. Food provided is varied and nutritious. Many children wash their hands before eating. All staff have undertaken food hygiene training and allergies are managed through suitable procedures. Staff receive regular safeguarding training and keep up to date with all relevant information. They implement procedures for the recording of accident, incident, administration of medicine and pre-existing injuries. All staff members have up to date first aid training. Staff members ensure that they register exact times of children's arrivals and departures.

Staff act as good role models and demonstrate politeness. They respond warmly and thoughtfully to children's individual needs and encourage children to do the same, "*remember to be gentle*". All staff have undertaken behaviour management training. They work together to ensure they have a consistent approach to managing behaviour in line with the nursery's behaviour management policy. We saw several staff members gently encouraging children to keep their bibs on at mealtimes. They use positive reinforcement effectively through compliments such "*Good listening*" and "*Da iawn*" *(Well done)*, which provides children with a sense of achievement and positive self-esteem. A keyworker system is used throughout the nursery. Welsh speakers are allocated as keyworkers for children who speak Welsh at home, and other staff members are keen to use Welsh where possible. We heard several staff members giving reassurance to children *"Beth sy'n bod? Dere ma, (What's wrong? Come here)*", which provided children with the familiar comfort that they needed.

Staff confidently promote children's learning and complete development records to show this. They observe children regularly and identify skills that they have acquired and plan for their individual next steps. Staff complete daily record forms to feed back to parents of children under the age of 2 and provide verbal feedback for older children. They also use an app to inform parents. Staff support children's imagination and learning naturally; they play alongside them, encouraging development consistently. For example, we heard a staff member asking, "*When you put it in the sand, what happens*?" and discussing the size of sandcastles that children build at the beach. Staff plan exciting activities based around themes which they then evaluate in accordance with children's responses. They provide appropriate care for children with additional needs through close observation and the provision of specialist resources and activities.

Environment — Good

Managers have created a secure and attractive environment that is clean and suitable for all the children who attend. There are risk assessments in place for all areas of the nursery. These are reviewed and updated at regular intervals by managers. Staff complete daily safety checks to identify and eliminate risks to children's safety. Managers keep records of all visitors to the setting. There is a fire evacuation plan and staff conduct regular fire drills with children so that everyone knows what to do and how to evacuate the building. Bathrooms are well stocked with soap and paper towels to promote an infection free environment. All routine maintenance checks for the building and appliances are undertaken in a timely manner. The setting has a kitchen for preparing meals and snacks, which is clean and well maintained. It is registered with the Food Standards Agency and achieved a score of 5 at its last inspection.

Managers have worked hard to provide an inviting, child friendly and stimulating indoor environment. All base rooms are of a good size to provide ample space for active play. Each room has been painted with a different paint colour to create individuality. Managers have displayed reminders of suitable room temperatures alongside thermometers to ensure staff regularly monitor these. Indoor resources, furniture and equipment are of a good standard. There are accessible toilets, suitable child sized furniture and areas for children's personal belongings to be stored. As a result children's independence and comfort is well supported. Most children benefit from soft areas where they can relax and undertake quieter activities, such as reading. The outdoor area is large and well-maintained; a canopied area provides for all-weather play. Children have access to a library shed for reading and musical activities. Chairs with harnesses are used by younger children when eating.

Both the indoor and outdoor environments are equipped with stimulating, well-maintained resources which are age appropriate. Some rooms have resources that reflect our multi-cultural society; however, this is not consistent across all base rooms. Almost all resources are made of man-made materials and there is limited access to different natural textures and materials. People who run the setting provide zoned areas outdoors with specific equipment for children of different stages of development. For example, a smaller slide is in the baby area while a larger climbing frame is available for older children. Staff clean toys and resources every week.

Leadership and Management — Excellent

Managers are highly efficient in their operation of the setting. They have a clear vision which they share effectively with staff and families. They maintain an up-to date and comprehensive statement of purpose which accurately reflects how the nursery is run. They regularly update an exemplary range of policies and procedures; they share these with staff frequently to remind them of protocols that they are required to follow. Managers are methodical in their record-keeping, with all required information kept for children stored and managed securely. They ensure that staff record accidents, incidents, pre-existing injuries and medication administration carefully. Managers then analyse this data particularly effectively to identify patterns and act to reduce incidences where possible. All nursery vehicles are appropriately managed and maintained; all staff who undertake school runs are monitored to ensure their suitability to drive.

Managers have developed outstanding methods of self-evaluation which draw strongly on a very wide range of methods of collecting feedback from parents, staff and children. They distribute questionnaires annually and run a quarterly Parent Group who provide a view of the nursery's policies and procedures from their perspective. Managers review this information well and create action plans to continually improve the service they provide. There is a suitable complaints procedure available.

The staff team are enthusiastic and take considerable pride in their work. Managers and staff members complement each other and work together seamlessly. Managers use a strict process to ensure that staff are suitable to work with children prior to commencing their post. For example, managers obtain an additional reference for staff members who are college leavers. We examined staff files and found that the information is very well organised and contained all mandatory details. Managers provide staff with opportunities for further training and they have a suitable system in place for monitoring when updates to essential training is required. All staff receive regular supervisions. Appropriate ratios are always maintained and at least one manager is always supernumerary.

Managers' partnership working is exemplary. Together with their Parent Group, they facilitate parents' first aid classes and organise nursery trips for children and parents to create a feeling of community. The nursery holds open days and parents' evenings. Managers also work closely with other nurseries in the area to share good practise and ideas for development. We spoke to parents who were all very complimentary of the nursery with one noting that it is "incredible".

Recommendations to meet with the National Minimum Standards

R1. Ensure that all children wash their hands immediately before eating.

R2. Provide a range of multi-cultural and natural material resources in every room.

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

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.

Date Published 07/02/2023