Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Crown House Day Nursery

Crown House Day Nursery
364-372
Cowbridge Road West
Cardiff
CF5 5BY



Date Inspection Completed

17/02/2025

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About Crown House Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Crown House Day Nursery LTD
Registered places	70
Language of the service	English
Previous Care Inspectorate Wales inspection	11 June 2011
Is this a Flying Start service?	Yes
Does this service promote Welsh language and culture?	This service is not making a significant effort to promote the use of Welsh language and culture.

Well-being	**Excellent**
Care and Development	**Good**
Environment	**Good**
Leadership and Management	**Good**

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

Summary

Children are very happy, settled and enjoy attending the setting. They form very strong bonds with staff. Children are extremely enthusiastic in their play and learning and have great fun playing with their friends. They have a wealth of choice and opportunities to increase their independence and develop different skills throughout their time at the setting.

Staff are highly professional and committed to their roles. They successfully implement policies and procedures to keep children safe and healthy. They are enthusiastic, and extremely patient, kind and caring towards each other and the children and bring a sense of fun to all activities. They know children very well and support children's learning and development highly effectively.

The environment is safe and secure. It offers a welcoming space with a 'home from home' feel. Routine safety checks and certificates for the building are in place. The environment is set up to promote children's play and learning and there is an outdoor area which children access daily. Children have access to toys and resources that aid their development both indoors and outdoors.

People who run the setting are well qualified and experienced and place children's well-being at the heart of what they do. They regularly review the care they provide. The staff team are well supported. People who run the setting have established good partnerships with parents and outside agencies.

Well-being Excellent

Children have plenty of opportunities to make interesting choices during their time at the setting. For example, they move easily between the activities and areas in their rooms and choose what to play with when they are outside. Children express themselves very confidently, knowing staff listen to their needs and wants and value what they say. They chat extremely happily to staff as they play and learn, eagerly inviting them into their play. Children's voices are very strong. Their likes, dislikes and interests are listened to and used in both spontaneous and longer-term planning of activities.

Most children are extremely settled, confident and enjoy attending the setting. Most children arrive happily. Any that are unhappy on arrival turn swiftly to familiar staff for comfort and are easily reassured. They cope well with separation from their parents and carers as they form very strong emotional attachments with staff and feel secure and relaxed in their care. For example, children seek out cuddles from staff when they return after their time at school and smile happily at them as they chat and play. Children are very familiar with and evidently enjoy the routines of the setting. This gives them a sense of security and belonging. For example, children come eagerly to sit ready for snack time and line up readily to go outside. Children's behaviour evidences they know they are valued by the setting. For example, children are confident to enter the office uninvited to greet the person in charge, knowing they will receive a very warm reception.

Children are beginning to develop relationships with their friends and staff in line with their age and stage of development. With support from staff, they play happily alongside each other or together. For example, children smile and laugh together as they dance along to music with staff and are learning to be kind to each other as they share resources at communal activity tables.

Children are very enthusiastic and interested in their play and learning, following their own interests with the toys, resources and activities available each day. For example, children concentrate as they share a book with staff and others are absorbed playing happily with dinosaurs. Children thoroughly enjoy singing and dancing with staff and join in enthusiastically with enormous smiles as they play 'air guitar'.

Children have excellent opportunities to develop their independence skills. They are well supported to develop their independence whist using the toilet facilities and with washing their hands. Children enjoy good opportunities to become more independent during mealtimes. For example, older children are supported to safely serve themselves with food and pour their drinks carefully from a jug.

Care and Development — Good

Staff are conscientious and implement policies and procedures to a high standard to keep children safe and healthy. They have a good understanding of safeguarding issues, the setting's safeguarding procedures and their responsibilities to keep children safe and report any concerns. Staff follow their procedure for keeping records and referrals. They know children and their families well, however the recording processes in place do not always formally capture all the information known to staff. Staff have easy access to children's information and have good knowledge of children's allergies, dietary requirements, and medical needs. They are confident in recording accidents, incidents and pre-existing injuries and share this information with parents. Leaders at the setting regularly review these records and act promptly to take actions to address any issues. They follow procedures for the administration of prescribed medication and complete medication records thoroughly. Staff are highly attentive and vigilant in their care of children to ensure mealtimes are enjoyable, relaxed, sociable and safe. They follow robust procedures to manage children's food allergies, individual dietary requirements, and prevent the risk of choking. Leaders plan menus that ensure children enjoy eating healthily and have interesting opportunities to try new things. The setting has an effective safe sleep policy. As far as weather allows, staff ensure children have daily access to outdoor play experiences, this offers children the benefits of physical exercise and fresh air. Staff consistently follow thorough hygiene and cleaning practices as part of the infection control process to help keep children healthy and safe.

Staff are excellent role models. They are outstandingly kind, caring and patient, genuinely showing interest and care in all that they do. They work extremely hard to ensure every child feels valued and enjoys their whole day at the setting, bringing warmth and fun into all activities. They encourage children to express their feelings and emotions and are extremely responsive and nurturing, meaning children approach them with great ease. Staff manage interactions and behaviour very skilfully, using gentle tones, clear boundaries, distraction methods and plenty of meaningful praise for children's efforts and achievements.

Staff support children's learning and development well. They have a thorough knowledge of children's individual needs. Regular observations and assessments allow staff to monitor and track children's progress and plan effectively for children's development. Staff are proactive and work well with a range of partners and outside professionals to effectively support children with additional needs. Staff promote the Welsh language through the use of phrases, words and songs with the children.

Environment — Good

The environment is safe and secure. The entrance is locked, staff ensure only authorised entry to the setting and maintain a visitor's log. The rear gardens are securely fenced. Gas, electrical and fire safety equipment certificates for the building are up to date. There are general risk assessments in place at the setting, these are effective and no unnecessary risks to children's safety were seen during the inspection visit. Staff are vigilant and skilled at identifying any emerging risks in the environment. The setting is registered with the food safety department at the local authority. Records show that fire drills are carried out regularly and insurance certificates are up to date.

The environment is clean, welcoming, and very child friendly. Rooms are bright, and very attractive to children. They provide ample space for children to play and learn. Playrooms are well organised and laid out in a manner to support children's curiosity, learning and development. The setting has very good quality furniture and resources to support children's independence. For example, child sized tables, chairs, and low-level toy storage units. There are a suitable number of children's toilets and nappy changing facilities available. Children eat their meals in a dining area which is well set up to provide them with a social eating experience and opportunities for independence. There is a small outdoor play area that offers interesting opportunities for children to develop their physical skills and imaginative play. The access to this area is down a long flight of stairs. This has been thoroughly risk assessed and staff escort children two at a time to ensure their safety. Staff provide children with an interesting and varied range of clean, age appropriate resources that are well maintained and stored where children can access them freely.

The setting has a large quantity of high-quality, toys and play resources, both indoors and outdoors. There is a mix of natural and man-made materials with many attractive wooden resources that support children's development well. Real life and multi-cultural items promote children's awareness of equality and cultural diversity. Staff follow very robust systems to regularly check toys, equipment and resources to ensure they are clean and in good condition.

Leadership and Management — Good

Leaders at the setting have a strong sense of purpose, seeking to provide a warm, caring setting where children feel truly at home. The warmth, energy and commitment within the leadership is shared with staff, giving a consistently positive feel across the setting. There is a clear and up to date statement of purpose enabling parents to decide if the setting is right for their child. There are suitable policies and procedures in place which are regularly reviewed. Leaders ensure they notify Care Inspectorate Wales (CIW) of any significant events. During the course of the inspection, leaders became aware of their responsibility to notify CIW of staff changes and have been diligent in doing this since the inspection visit.

Leaders carry out self-evaluation and plan for improvements. They obtain feedback from parents, children and staff and reflect on practice to produce a Quality of Care report annually. They have fully engaged in the inspection process as a means to improve quality.

Staff files are up to date and leaders undertake all relevant checks to ensure staff are suitable to work with children. Staff we spoke to told us they were happy and supported. Leaders ensure staff receive supervision and appraisals and communication between staff is effective. Leaders and staff are committed to continuous professional development and many staff have accessed additional beneficial training. For example, some staff have received recent training in promoting anti-racist practice.

Leaders and staff work hard to establish positive, supportive relationships with parents and carers and maintain good communication. They share information via a daily diary for younger children and at handover at the door. Leaders strive to always provide opportunities for further discussion and support for parents if needed. They have established good relationships with outside agencies and professionals and work in partnership with them to provide quality care for children and support for families. They ensure that when there are concerns about children's progress or development, they share information and work with parents and professionals to support children.

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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	

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 5 - Records	Develop reporting processes to allow staff to accurately capture all relevant information and embed this in practice.

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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