Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Heavenly Day Nursery Iscoed

Heavenly Day Nursery Iscoed
Grange Terrace
Llwynypia
Porth
CF40 2HT



Date Inspection Completed

02/08/2022

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About Heavenly Day Nursery Iscoed

Type of care provided	Children's Day Care Full Day Care
Registered Person	Gail James
Registered places	19
Language of the service	English
Previous Care Inspectorate Wales inspection	25 June 2018
Is this a Flying Start service?	Click or tap here to enter text. No
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

Well-being	**Good**
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 confident, happy and enjoy their time at Heavenly Day Nursery Iscoed. They have a strong sense of belonging, develop positive relationships with each other and care staff.

Care staff promote children's well-being successfully. Overall, they implement policies and procedures to keep children safe. Care staff consistently implement positive behaviour strategies.

People who run the service have effective measures to ensure the environment is safe and secure. They ensure the environment meets the needs of the children. They offer a good range of age and stage appropriate resources, toys, and equipment both inside and out.

People who run the service have good policies and procedures in place. They have a clear understanding of their role and overall, now meet all the regulations and national minimum standards. Following our inspection, several changes have been introduced to provide more effective management of the service. We have made four recommendations at the end of this report.

Well-being — Good

Children are confident communicators as their wants and needs are considered. For example, children were listened to when they requested songs and during snack, one child said, *“I want some strawberries too”.* Children’s opinions and interests are valued and acted on. We saw babies access and play freely with toys they were interested in. For example, the ball pit and action/ movement toys.

Children cope well with separation. There are transitions in place, which cater and support all children successfully. Children receive comfort, support, and reassurance. Children express enthusiasm and enjoyment, we saw them smile and engage with their friends and care staff. All children have a strong sense of belonging, forming positive relationships and are very familiar with routines. For example, at tidy up and mealtimes.

Interactions and co-operation between children and care staff are positive. We saw babies happily play alongside one another, sharing books and other resources. Children receive support from care staff, when needed, to complete an activity. For example, when building a train track. Children are confident to ask for help or support and engage well when care staff join in with their activities.

Children are interested in their play and learning. They have freedom of choice to take part in adult led or child led activities. We saw babies exploring a multi-sensory interactive book together. One child asked a staff member to get the net and ball from the garden, which was acted upon. They then played roll the ball to each other, with other children joining the activity.

Children choose from activities or take resources out to use independently. They are developing their independence skills well. For instance, babies are given opportunities to feed themselves. We saw children attempting to pour their own water at snack time and help to tidy up. Children receive encouragement and praise to wash and dry their hands.

Care and Development — Good

Overall, care staff fully understand and implement policies and procedures in place at the service to keep children safe. They have a good understanding of their responsibilities to protect children. Care staff are aware of allergy information and have systems in place to support children who have allergies or intolerances. Children have a range of daily, freshly made homecooked meals. Alternatives are available, if needed. All care staff implement robust cleaning and hygiene practices and generally follow the nappy changing policy. However, there were inconsistencies between practice and policy in relation to apron changes during the nappy changing process. Children access toilets and wash hands with supervision prior to mealtimes. Although babies, did not wash hands prior to snack time, the registered person confirms babies use flannels to wipe hands before and after meals. Children have suitable rest spaces, with prams, bouncers, and fold aways beds available for use. All children have their own individual bedding which is laundered regularly.

All care staff fully understand the behaviour management policy and consistently implement positive behaviour management strategies. Care staff use gentle tones and positive reinforcement with children. We heard staff saying, "*Your so clever*" "*Amazing*" and "*Da iawn*". Effective distraction techniques are used when needed. Children receive praise when they do well. For example, when helping to tidy up. We saw children choose stickers as a reward, which they proudly placed on their t-shirts and showed to others. Care staff have a strong understanding and knowledge of their children's development. They are consistently responsive; they genuinely listen and respect children's views. The interactions are very positive, demonstrating warmth and kindness.

Care staff are committed to providing a broad range of play and learning activities, suitable for the age and stage of development of the children. For example, we heard care staff engaging with babies, saying, "*what does is feel like?"* when reading an interactive touch and feel book. Care staff know children and their families very well. We saw children describe different modes of transport, with interactions from care staff about family members. For example, "*you have a motor bike like bampi*".

Planning is in place, with different long and short-term themes. Within the weekly planning, there is a focus on vocabulary and focussed activities. Observations and 'wellcomm' speech and language assessments take place regularly with targets set for next steps. A key worker system is in place across the nursery. Most care staff promote children's learning effectively. Some care staff use Welsh when interacting with children as part of their everyday routine.

Environment — Good

People who run the service have worthwhile policies in place and ensure that the environment is suitably safe, secure, and well maintained indoors and outdoors. A ring

doorbell is in place, which alerts care staff to who is at the door. They regularly carry out safety checks on the smoke alarms, fire extinguishers, electrical and heating appliances. Risk assessments are thorough and completed regularly. Regular cleaning is undertaken with weekly deep cleans undertaken when the nursery is closed.

People who run the service ensure the environment has suitable indoor play space for children to move freely and explore. For example, children can use a range of areas including messy areas, tabletop or role play areas to carry out their play. They ensure the environment meets nearly all the children's needs and enables them to reach their full potential. There is a range of resources which promote Welsh and multiculturalism.

On the day of inspection, the outdoor area was not used due to the adverse weather conditions. However, care staff explained that they use the outdoor play space as often as possible, having recently developed outdoor play boxes to explore in different weathers. Older children can access an outdoor area from the side of the playroom which provides an opportunity for free flow and a recently built covered area for babies is available. All children can access low-level resources which are clearly labelled and well organised. The service has a range of bilingual displays, which promote multiculturalism, children's rights, and values across the service. The premises is very welcoming, warm, and accessible to all.

People who run the service ensure that all children can easily access a range of quality age-appropriate furniture, toys, and equipment both indoors and outdoors to stimulate the children's interest and imagination. They seek support and funding to develop and improve the service, recently having had new flooring fitted throughout the nursery. They plan for improvements and are looking at further developing their entrance area.

Leadership and Management — Good

The setting is run by a Responsible Person (RP), who works closely with the management team to ensure a generally well-run service. They have a clear understanding of their role and now meet all the regulations and national minimum standards. During our inspection visit, not all staff members were recording when they were on site, or when they were not directly caring for children. Following our inspection visit, they have taken prompt action to

address this, with new staff registers implemented. People who run the service regularly review and update the setting's effective policies and implement these in practice. The service has clear and effective systems in place to review their practices. For example, in house reviews of accidents take place monthly. The service has implemented interactive contracts, which ensure that all regulatory information is gained before completion. Following the inspection visit, the service has registered with the Information Commissioners Office (ICO).

There are procedures in place for self-evaluation and improvements of the service. A review for the current year is currently being undertaken, with questionnaires being sent out for parents, children, and staff to complete. The service is in the process of developing their current systems to provide an online app, which will allow regular information sharing between the nursery and parents, with the intention of becoming paperless.

Overall, people who run the service implement effective recruitment procedures, alongside an induction process, which ensures care staff are suitable to work with children. On the day of inspection, one staff file was not available. Following the inspection, it was provided complete. The registered person was reminded that all records are required to be maintained on site. Following the inspection, an online, interactive staff document has been developed which ensures all regulatory information is provided, completed, and reviewed by management. Disclosure and Barring Service checks (DBS) for some staff were inconsistently maintained. Following the inspection, all staff have undergone new DBS checks and are all now on the update service. The registered person has confirmed a review system is now in place to ensure update checks are completed bi-annually. Nearly all care staff are long standing, who are well qualified. They work extremely well as a team to support each other and promote children's development. People who run the service values its care staff, they have supervisions, appraisals and meetings which provide opportunities to discuss their opinions and personal development. Care staff receive a range of training, which is available through the support systems that the registered person has in place.

As part of the inspection process, feedback has been received from parents who told us they are very happy with the service. There are strong systems in place to keep parents well informed. The setting has links with other professionals, including health visitors to support children and families.

Recommendations to meet with the National Minimum Standards

R1. Ensure nappy changing policy and procedures are followed consistently

R2. Ensure all staff registers are accurately completed and maintained

R3. Ensure all documents are made available to CIW when requested

R4. Ensure update service checks are regularly completed and recorded

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.

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