Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

St Aubin Nursery Cowbridge

St Aubin Nursery
Old Health Centre, High Street
Old Hall
Cowbridge
CF71 7AH



Date Inspection Completed

28/02/2023

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About St Aubin Nursery Cowbridge

Type of care provided	Childrens Day Care Full Day Care
Registered Provider	St Aubin Nurseries Limited
Registered places	161
Language of the service	English
Previous Care Inspectorate Wales inspection	26 June 2018
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

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

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

Summary

Children are very happy, relaxed and enjoy their time at the nursery. They have excellent opportunities to make choices and decisions about how they spend their time. Children develop positive, healthy relationships with their friends and staff. They have exceptional opportunities which encourage their curiosity, extend their learning, and enable them to follow their own interests.

Staff are excellent at keeping children safe and healthy. Staff follow and promote superb hygiene practices. They have an extensive range of policies, procedures and documentation in place which effectively support them when undertaking their roles. Staff are kind, patient, caring and offer reassurance to children when needed. They know the children in their care very well.

The environment is safe, clean, and secure. There are extensive risk assessments in place and all required safety checks are carried out promptly. The inside play environments provide a broad range of toys and resources which promote curiosity and offer a wide range of experiences. The garden is easily accessible and offers most children a range of beneficial play opportunities and experiences to develop their skills. The environment promotes strong opportunities for children's developing self-help skills.

People who run the service have a clear vision for the nursery. Some operational aspects require reviewing. There are an extensive range of policies, procedures, and documentation. A few require updating. There is a robust culture of continuous improvement and investment in staff is strong. Staff are extremely happy at the nursery and feel supported in their roles. Relationships with parents are good. They keep them very well informed and updated daily.

Well-being — Excellent

All children have excellent opportunities to make choices and decisions about how they spend their time at the nursery. Most children can freely move between the indoor and outdoor play space to follow their interests. Nearly all children express themselves confidently. They know their wants, needs and moods will be listened to. For example, younger children confidently instigate sitting on staff members laps to share a book, knowing this will be warmly responded to.

Nearly all children are very happy, relaxed and enjoy their time at the nursery. They are extremely comfortable in their surroundings and are familiar with daily routines. Children develop positive, healthy relationships with their friends and staff. They frequently approach staff for support. For example, a child assertively asked a staff member for help as water had fallen onto the floor during their play. Together, they mopped up the floor and the child moved onto another activity. All children enjoy spending time playing with the staff alongside their friends. For example, children excitedly played a game together, the staff member called out a colour and the children would rush to find the correct block. They showed great delight when presenting the block to the staff member. Children have a very strong sense of belonging. For example, at lunch time a child announced to the group, they had finished, and said *"mummy be very happy".* This was acknowledged and celebrated by the staff and children alike. All children behave extremely well and are very polite. Children say please and thank you to each other independently. They enjoy receiving praise from staff for good manners and being kind and helpful.

Children have exceptional opportunities to develop, learn and use their imagination. They have great fun when playing and learning. All children are enthusiastic and fully involved. Children are free to choose what they want to play with from the extensive range of toys and activities on offer to them. Children follow their own interests. Older children can choose where and what they play with. For example, some children watched a film while others were making paper aeroplanes. Children told us they enjoy attending the setting, they especially enjoy playing outside mixing water and sand to make pies! Children concentrate for a good length of time in line with their age and stage of development. They show interest and support each other in their play.

Children's self-help skills are developing well. They benefit from the carefully considered layout and routines which mostly support independence. Children often wash their own hands, use the toilet independently, when able and children of all ages tidy up after play. At mealtimes most children competently serve themselves or are supported to do so, from bowls placed in the centre of the table with serving spoons. Children often pour their own drinks and younger children choose their own apron to wear.

Care and Development — Excellent

Staff are excellent in keeping children safe and healthy. The nursery has a range of policies, procedures and documentation in place which successfully support staff when

undertaking their roles. There is a strong safeguarding policy and procedure in place which staff follow. Staff confidently told us what they do if they deal with a safeguarding concern, including whistleblowing procedures to be followed, demonstrating a firm understanding of their responsibilities and commitment to take forward any concerns. Staff follow and promote superb hygiene practices. For example, young children are supported to wash their hands following their nappy being changed, instilling good hygiene practices from an early age. Staff are confident when recording, maintaining, and reviewing a range of records including, accident, incident, and medication logs.

The nursery offers a variety of healthy and well-balanced meals and snacks which are freshly prepared. There are strong procedures in place for dealing with children with allergies, intolerances, and preferences. Staff implement these procedures consistently. Children are offered water at mealtimes and all children have access to drinking water in areas where they play. Staff sit with children at mealtimes promoting opportunities for children to talk about their day, ensuring it is a relaxed, social and an enjoyable experience. Staff promote children's physical development through access to the outdoor play environment daily.

Staff interact extremely well with children. They act as good role models, speaking to each other and children respectfully while building positive relationships with them. Staff are warm, kind, patient and offer reassurance to children when needed. They use a positive approach to guide children towards the behaviour expected. Staff frequently praise and reinforce positive behaviour, in line with their behaviour management policy. For example, a staff member supported two children to negotiate who was going to put the pig on the swing and in the bed. The staff member then stepped away enabling the children to play together, cooperatively, having guided them in the strategies to use to support their play together.

Staff know the children very well. They carry out regular observations of their development, which support their understanding of each child's individual needs. This information is used to support children when planning opportunities for a wide range of skills and experiences. Children can extend their learning and follow their own interests through exciting and engaging activities provided by staff. The nursery is taking steps to embed the Curriculum for Wales.

Environment — Good

The nursery is safe, clean, and secure. Visitors, staff, and children are accurately recorded on arrival and when leaving the building. Regular fire evacuation drills are carried out at different times to include all children. Maintenance and safety checks are completed promptly. There are an extensive range of risk assessments in place to maintain a safe

nursery. Staff use a daily checklist of the premises to ensure its safety and identify, where possible and eliminate any risks to children's safety. There is an ongoing programme in place for the coming months to undertake maintenance tasks to the garden when the weather improves. For example, work is planned to replace the soft matting where the pirate ship is located.

The nursery indoor environment offers good facilities to care for children. All playrooms are well furnished with appropriately sized furniture for the age of the children. The layout of the playrooms support children to move around freely. Most children's self-help skills are promoted by accessing toilet facilities with minimal support required from staff. The nappy changing facilities are easily accessible and well equipped. Children eat their meals and snacks in their individual playrooms minimising the movement across areas and complimenting their time to play. For younger children there is a cosy separate sleep room available which is monitored by staff regularly as children sleep. Older children who still wish to sleep can do so using mats within their playrooms. Due to the variety of play areas available, children who are sleeping are not disturbed.

The indoor play environments offer a broad range of toys and resources which are of excellent quality, interesting and promote children's curiosity. They offer a wide range of play experiences through planned activities and areas set up for children to explore, such as messy, sensory and block play along with a variety of role play situations. Wall displays focus on children's experiences, using photographs of them engaged in activities, giving them a sense of pride and belonging.

Nearly all playrooms have direct access to the garden area, where each age group have access to their own play space. Most children are offered a range of beneficial play opportunities and experiences to develop their skills. For example, in the pre-school area, there is a mud kitchen equipped with real-life resources. A tepee, was set up in readiness for an activity, using natural resources such as twigs and paper, to support children's imaginative play. However, not all play spaces benefit from being well-planned. For example, the toddlers outside play space offers a pirate ship to promote physical and imaginative experiences. However, the space does not offer any further planned experiences for children.

Leadership and Management — Good

People who run the service have a clear vision for the nursery. They have a strong commitment to continually improve the quality of the nursery, promoting good outcomes for children and staff. However, during the inspection, we identified some operational aspects regarding the holiday club. This was a trial which could have been better planned for. For example, staff and children would have benefitted from being prepared for the change in

venue. The use of the toilet facilities were not fully considered to ensure appropriate systems were in place to manage how children and staff would share the use of them.

A comprehensive statement of purpose enables parents to make an informed choice about the nursery. Extensive policies, procedures and documentation to support the running of the nursery are embedded in practice. A few of the policies require updating to ensure they reflect current guidance and legislation. For example, the behaviour management policy includes language which does not reflect current guidance. The Additional Learning Needs policy does not reflect recent changes to legislation.

People who run the nursery have effective self-evaluation procedures and supporting documentation in place. They carry out an annual review of the service, consulting with parents, staff and children well. They review previously identified areas for improvement, along with setting new priority actions for the coming year which drives improvement.

People who run the nursery understand the importance of having a team of well-trained and confident staff. Mandatory training is up to date and staff have opportunities to enhance their skills by attending additional training, such as outdoor learning environments. Staff are also offered the opportunity to undertake in-house company training, offering progression in their roles by undertaking additional responsibilities. This embeds a culture of continuous improvement. Staff told us they feel very well supported in their roles. They shared how managers are visible within the day-to-day aspects of the nursery and they feel very proud to work for the company. Staff have regular supervisions and annual appraisals with the nursery manager.

People who run the nursery understand their responsibilities to ensure staff are recruited safely, have the necessary qualifications and experience required to care for the children. New staff undertake a probationary period which includes a robust induction process. This ensures staff understand their roles, responsibilities along with the values and ethos of the nursery. During the inspection it was identified one of the responsible individuals for the service has not arranged for their completed Disclosure and Barring Service (DBS) check to be viewed by Care Inspectorate Wales in a timely manner, as required. They took immediate action to address the issue.

Staff have developed strong relationships with parents. Parents we spoke to were highly complementary about the service. They told us they find the ‘app used by the nursery very helpful, providing them with an insight into their child’s experiences at the setting, through photographs and comments which staff share daily.

Recommendations to meet with the National Minimum Standards

R.1. Ensure the outside play space is developed to promote a wider range of play opportunities across all age ranges.

R.2. Ensure the operational aspects of the holiday club are reviewed.

R.3. Ensure policies and procedures are reviewed to reflect National Minimum Standards, Childcare Regulations, and current practice.

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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