Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Dovecote Day Nursery

Dove Workshop, Banwen Community Centre
Roman Road
Banwen
Neath
SA10 9LW



Date Inspection Completed

03/04/2024

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About Dovecote Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Dove Workshop Ltd
Registered places	19
Language of the service	English
Previous Care Inspectorate Wales inspection	11 March 2020
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	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	**Good**
Care and Development	**Good**
Environment	**Good**
Leadership and Management	**Adequate**

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

Summary

Children have a strong voice and make positive decisions about how they spend their time. They are settled and enjoy their experiences. Children learn to interact well and are respectful of each other and the resources. They enjoy their play and develop a range of skills through the opportunities available.

Staff keep children safe and promote a relatively healthy lifestyle. They interact appropriately with the children and provide positive opportunities to support children to develop. Staff plan appropriate experiences to help children learn and develop. They know children's individual needs and meet these suitably.

The environment is a safe and secure space for children. It provides appropriate areas to play and learn both indoors and outside. Suitable facilities are available so children feel comfortable and experience independence. Leaders and staff have introduced some real-life resources and natural materials that help children to further develop their imagination and curiosity.

Leaders run a mostly effective and organised setting. They have good systems for evaluating and improving their setting. Leaders manage recruitment and staff adequately. Most paperwork is well maintained. Positive relationships are developed with parents so information is shared successfully.

Well-being Good

Children have good opportunities to make choices and have their voice heard. They decide what activities they want to take part in and have mostly free play opportunities. For example, we saw a few children choose to sit in the book corner to look at books whilst others decided to complete craft activities. Children confidently said "*no*", when asked if they would like to join in with the singing and carried on with their play.

Children are happy and settled. They have positive relationships with each other and staff; this was also evident for children who were new to the setting. We saw children laugh and smile whilst playing. Children are learning how to manage their behaviour and when there are minor disputes about wanting the same resources, they respond well when staff remind children to share and take turns. We heard one child say, "*sharing is caring".*

Children enjoy their time at the setting. They interact with each other and adults, in line with their age and stage of development. Children are active, engaged and overall play well together. Children explore the environment with confidence and engage in child led activities of their choice.

Children are interested in their play and learning. They access a range of opportunities within the setting and follow their own interests. They engage in a range of play such as craft activities, movement and song sessions, and role play. One child spontaneously said, *"shall we read a book? – let's take our shoes off",* whilst they got comfy on the sofa*.* Children thoroughly enjoy the activity of cleaning the dinosaurs' teeth with toothbrushes and discuss how shiny and white their teeth are.

Children are developing their independence skills well. They feed themselves and some independently help to tidy up the toys. Children wash their hands before snacks and access the toilet with some support. We saw one child independently put their rubbish in the bin.

Care and Development — Good

Staff understand and implement policies and procedures to promote the safety and well-being of children effectively. They have a good understanding of their role in protecting children and answer safeguarding scenarios suitably. All staff have completed mandatory training, including child protection, first aid, and food hygiene. Staff complete accident, incident and medication records appropriately and parents countersign them. Staff, on parents request, provide children with healthy meals and snacks, and offer drinks of water or milk. Lunch is relaxed and not rushed and alternative options are offered if children do not eat their meal. Staff are aware of and meet children's needs. For example, during water play a child's clothes became wet, so the staff member took the child to be changed to ensure their comfort. There are good cleaning and hygiene practices in place. We saw staff clean tables and follow good hand washing practices.

Generally, staff understand the behaviour management policy and most implement positive strategies. They use positive reinforcement, encouraging children through praise. We heard staff say, *"Good girl/boy"* and *"Well done".* Staff are caring and responsive. For example, they knew a child was tired when their behaviour changed. Staff offer cuddles and reassurance when children become tired or upset. Staff support children in their play, engaging and interacting at children's levels, often sitting on the floor or at a table with them.

Staff provide a good balance of child and adult led play and learning opportunities. They play alongside and support children in their learning. We saw staff and children share a story, with children thoroughly enjoying and engaging with the story successfully. Staff are beginning to implement the New Curriculum for Wales. Children take the lead in free play and the activities or resources available to them. Staff undertake observations and record children's next steps. They have loose planning which covers topics, themes, and activities. On occasions, the Welsh language is promoted.

Environment — Good

Leaders ensure the environment is safe, secure, and well maintained. The doors are secured and all visitors sign in. There are generic risk assessments in place and these have been reviewed and kept up to date. Staff complete daily visual health, safety, and cleaning checks. Leaders complete fire drills and make suitable records. Appropriate electrical and boiler safety checks remain current.

The environment is warm and welcoming, and suitable to meet children's needs. The indoor play areas is divided into two rooms, with one for younger children and one for older children. Children access suitable toilets and an appropriate nappy changing area is available. Leaders have created a sleep area for younger children to rest safely, away from where children play. Much of the equipment is at low level for children to access independently. There are a variety of displays which stimulate children's learning and reflect their own work, and promote a sense of belonging. Some displays include Welsh. The outdoor play space provides a range of opportunities, and is directly accessible from the playroom to provide free flow opportunities.

Leaders provide good quality, developmentally appropriate play and learning resources, which contribute to the children's all-round development. For example, they have cars and garages, books, craft materials, role play, construction items and sensory items. The outdoor area is well equipped with a slide, ride on items, water and sand tray, mud kitchen and areas for planting. Leaders have introduced authentic resources, such as a keyboard, hairdryers, camera, mobile phones, hats and bags. They supply resources and learning opportunities which promote children's curiosity about wider society, celebrating equality and cultural awareness.

Leadership and Management — Adequate

Leaders engage positively with CIW and are keen to drive improvement. There is an up to date Statement of Purpose that provides parents with detailed information on how the setting runs. Leaders regularly review policies and procedures to ensure they are kept up to date. The sampled children's documents and paperwork are well maintained, and included various parental permissions,. However, children's sleeping arrangements had not been recorded. This had been highlighted at the previous inspection. Registers for children and staff are complete. However, leaders do not ensure records are made of when staff move rooms and work with different children for safeguarding purposes. This matter was highlighted at the previous inspection. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Leaders have appropriate public liability insurances and ICO certificate.

Leaders have effective self-evaluation systems in place. They seek the views of children, parents, and other professionals. Within the review they reflect on what they do well and how they can improve. For example, they have targeted developing the nursery further, advertising and further training. Leaders confirm they are always evaluating and reflecting on the provision. They lead by example, providing a supportive and effective team working environment.

Leaders follow a relatively robust recruitment process to safeguard children. There are recruitment procedures and suitability checks in place for most staff employed. However, some sampled files did not contain all the required recruitment information. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Staff hold the relevant qualifications and have opportunities to complete training frequently. They told us they enjoy their work and feel well supported by leaders. However, no formal supervision or appraisals have taken place since 2020. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

Leaders have established positive relationships with parents and carers. They link with a range of professionals, which enhances the provision to children and families attending the setting. Parents are kept informed of their children's day via verbal discussions and electronically. Leaders and staff have established good links with the surrounding community.

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 provider must ensure registers accurately reflect the times that staff are caring for the different children.	New
28	The provider must ensure that each staff file contains all the required recruitment information.	New
29	The provider must ensure that staff receive regular supervision and annual appraisals.	New

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)
	No NMS Recommendations were identified at this inspection

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

Best Practice
Recommendation(s)
To refer to the Welsh Government Food and Nutrition Guidance for Childcare Providers.
To ensure staff revisit the services behaviour management policy and procedure to ensure the management of behaviour is consistent.
To ensure that all relevant parental permissions, e.g. sleeping arrangements, are clearly worded and obtained.

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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