Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

The Rose Garden Day Nursery

3 Uplands Terrace
Uplands
Swansea
SA2 0GU



Date Inspection Completed

07/10/2021

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About The Rose Garden Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	The Rose Garden Day Nursery Ltd
Registered places	42
Language of the service	English
Previous Care Inspectorate Wales inspection	28 February 2017
Is this a Flying Start service?	Manual Insert No
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language. However, leaders are proactive in providing incidental Welsh across the curriculum.

Summary

Children are very happy and settled at this nursery. They benefit from an exceptionally stable and consistent team of people who they get to know well.

People who run the nursery and care staff are skilled at providing a nurturing and child-centred setting. They plan for children's learning and development and make good use of technology to keep parents well informed about their children's day.

The environment is welcoming, safe and secure whilst providing a homely and warm atmosphere. Resources and equipment are of good quality, clean and well organised. The outdoor environment is well planned and used. It offers further opportunities for learning and development.

The nursery is extremely well led and managed. People who run the nursery and care staff work very closely with parents who told us they could not speak highly enough of them.

Well-being

Children have a strong voice at this nursery and are able to make choices about what they do. Whilst Covid-19 procedures have inevitably placed some restrictions on the range of activities accessible to children and their movement around the nursery, they still have a very good choice of play opportunities and resources.

Children are confident to communicate in a variety of ways according to their age and stage of development, as they know they will receive a response. For example, very young babies waved their arms and made sounds, smiling and laughing when a member of care staff responded. Older children chatted freely with care staff as they went about the routines of the day.

Children are very happy, settled and relaxed at the nursery. They benefit from consistent care staff who know them very well. They build affectionate bonds and develop positive attachments. Children new to the nursery receive lots of cuddles and attention from care staff and the flexible nursery settling procedures enable them to attend for shorter visits whilst they are getting used to nursery life.

Children interact with each other extremely well. Older children are making friends, we saw a group of children chat companionably together as they waited for other children to wash their hands and sit down for lunch. Behaviour is exemplary and children play together and take turns as is appropriate for them.

Children are engaged in their play and learning and concentrate for appropriate amounts of time. Young babies explore their environment freely and older children benefit from some structured routines as well as the freedom to move around and choose their activities.

Children are learning and developing very well and have access to interesting learning opportunities. For example, the nursery sponsors a child from overseas and the older children enjoy learning about where they live and sending them letters and cards. Very occasionally, some opportunities for older children to develop independence are missed, for example, coat pegs have names on them but children are not encouraged to take off their coats, find their own peg and hang them up although some did. Similarly, they are not always encouraged to try to put their own shoes on. Parents we spoke to all said they are very happy with their child’s progress.

Care and Development

Care staff work very well to keep children safe and healthy. They follow policies and procedures to provide a high quality of care to children. For example, they achieve high standards in relation to cleaning and hygiene practices and robust measures to mitigate the risks from Covid 19 are in place and followed. Care staff manage food preparation and allergies extremely well. Food is home cooked and healthy. A comprehensive set of safeguarding policies are in place. The people running the nursery ensure that they record and monitor any concerns they may have about children and both they and the care staff are confident when explaining what they need to do if any such concerns arise. The people running the nursery ensure they obtain permission from parents to administer medication as the need arises and store any medicines safely.

Care staff build extremely positive relationships with children. They interact with children in a warm and relaxed way and are excellent role models. They offer encouragement and praise. There is a good behaviour management policy in place although we did not see any instances of challenging behaviour during our visit.

Care staff turnover is very low in this nursery. As a result, they know the children extremely well. Care staff are highly motivated and enthusiastic and offer children consistent and effective support in their play, learning and development. Care staff support babies as they freely explore their environment and plan some activities to offer enhanced opportunities. For example, we saw lots of artwork displayed around the room where babies had joined in with exploring paint. Care staff plan focused activities to support toddlers and older children's learning and development including incorporating Welsh into these, although we did not hear much Welsh used in general play. They are also very attentive to children's own chosen play and the nursery as a whole is very child-led. For example, during outside play, care staff provided a box of play food, cups and plates; a group of children, with some initial care staff support, then chose to develop a role-play picnic game whilst others used the climbing frame or played chasing games together. Covid 19 has placed some restrictions on the activities and resources offered to children, particularly in relation to messy play. However, since our visit, the people who run the service have reviewed this in light of new guidance and whilst children are still cared for in bubbles, group activities such as water play have been re-started. Care staff observe children through their play and track their development. They record their day-to-day experiences using an electronic system that parents can also access.

Environment

People who run the nursery have measures and procedures in place to ensure that the nursery is safe for children. The nursery is clean, tidy, well maintained and very welcoming. Parents we spoke to said they love the homely feel. The premises both inside and outside are secure and people who run the service ensure they record visitors to the nursery. Effective risk assessments and daily safety checks are in place. People who run the nursery ensure that they carry out regular emergency evacuation practices although the records for these lack some detail. Robust measures are in place in relation to reducing the risks from Covid 19.

People who run the service ensure that they make very good use of the available spaces. The layout of the environment, both inside and outside, is well thought out and provides excellent learning spaces for children of all ages to explore as well as areas to sleep or rest. Covid 19 restrictions have meant there are some limitations on children's ability to move as freely as they otherwise would around the ground floor of the nursery and between inside and outside. Nevertheless, people who run the nursery ensure that children are cared for in an environment that is inviting, meets their needs and provides rich play opportunities. They told us during our visit that they will be reviewing their Covid 19 policies in the near future in light of recent amended guidance.

People who run the service provide very good quality furniture and resources that are suitable for the developmental needs of all children.

Leadership and Management

The people running the nursery have an exceptional vision for the nursery that they communicate effectively to their care staff creating a very positive ethos. They lead in a way that ensures the nursery achieves extremely high standards and delivers quality care and development opportunities for children. They have all the required documents and records needed to run the nursery, which they review and update regularly. Overall, the documentation is thorough and comprehensive although the attendance registers did not record which care staff were working in which room or when they were taking breaks and who was covering them. Since the inspection, the people who run the nursery have confirmed that they have amended their registers to reflect these matters.

The people who run the nursery consistently reflect on and evaluate the nursery and their practice. They are very approachable and open to ideas for improvement. They participate in a number of quality assurance schemes run by organisations such as Early Years Wales and receive very positive feedback from these. The people who run the service carry out a quality of care review each year that takes account of the views of parents, children and staff. They identify broad areas from this that they would like to build on or develop although they do not point to specific actions to take.

The people running the nursery support care staff extremely well. They carry out regular supervision and appraisal meetings and plan for staff development. For example, they are supporting some staff to study for higher childcare qualifications. They also hold regular staff meetings to exchange information and ideas. All the care staff we spoke to said they are very happy working at the nursery and feel very well supported by approachable managers. The people who run the nursery mostly follow robust recruitment procedures although one or two staff files contained only one reference. Since the inspection, the people who run the service have confirmed that they have now applied for a further reference where necessary.

The people running the nursery have excellent partnerships with parents. They keep parents informed of their children’s progress verbally, through tracking documents and through parent meetings, which they have offered virtually during the Covid 19 pandemic. They have also invested in an electronic management system. This enables them and care staff to communicate easily with parents on a day-to-day basis and keep them informed of what their child has been doing. Joint outings to local attractions for children, parents and staff strengthens partnerships further. All the parents we spoke to are extremely happy at the setting and told us that they cannot praise the nursery, the people who run it or the care staff enough.

Recommendations to meet with the National Minimum Standards

R1 Consider developing a more detailed emergency evacuation plan.

R2 Consider further developing the areas of improvement identified during the quality of care review into more specific actions.

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	N/A

	this inspection	

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