Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Mes Enfants Day Nursery

Mes Enfants
742 Mumbles Road
Mumbles
Swansea
SA3 4EL



Date Inspection Completed

02/11/2021

Welsh Government © Crown copyright 2021.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Mes Enfants Day Nursery

Type of care provided	Childrens Day Care Full Day Care
Registered Provider	Mes Enfants Limited
Registered places	32
Language of the service	English
Previous Care Inspectorate Wales inspection	10 October 2017
Is this a Flying Start service?	Manual Insert No
Does this service provide the Welsh Language active offer?	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.'

Summary

Children's well-being is prioritised at this nursery as care staff ensure children have a strong voice, that they are settled, happy and have an enjoyable experience. As a result, children are confident and comfortable in their surroundings and enjoy their time immensely. They benefit from opportunities to develop a range of skills and therefore overall, make good progress. Children are suitably independent.

The nursery is staffed by a consistent and competent staff group. They have good bonds with the children and demonstrate warmth and kindness towards them. In the main, care staff follow policies and procedures effectively and have a good understanding of their role and responsibilities. They work well as a team to ensure children's needs met quickly and plan interesting and stimulating activities for them.

The environment is clean, safe, secure and well maintained. People who run the nursery ensure that children have access to a wide range of resources and materials that enhance their play and learning. The rooms are brightly decorated and stimulating.

Leadership at this nursery is good. It is well run with due regard to the Regulations and National Minimum Standards. People who run the nursery have created a positive working ethos where everyone feels valued and because of this staff turnover is very low. Overall, they manage staff and resources well, and evaluate and plan for improvement adequately. People who run the nursery have strong partnerships with parents.

Well-being

Children have many opportunities make choices and to voice their opinions and wishes. During a craft activity for instance, a young child confidently stated what materials they would like to use. They selected green decorative tape and declined the use of glitter. As an alternative, the child was offered coloured pencils to use instead and they accepted. Care staff asked each child in a group to pick their favourite song to sing so that each child felt included. Children know that care staff are considerate of their needs, preferences and feelings. They are listened to and their attempts at communication are valued. For example, a baby was crying and fussy. Care staff recognised the child's cues so settled them in a bouncer and played soft music as their parents had said the child liked this. This soothed the child and they quickly fell asleep.

Children are happy, comfortable and have close relationships with care staff. They show they have strong bonds of affection with their keyworker and have positive emotional attachments. Children readily approach staff for cuddles and climb into their laps showing that they feel comforted by them. Parents felt that children very much enjoyed their time at nursery. Children are familiar with the routine and confidently move between rooms and from different floors, which demonstrates that they know what to expect. As a result, children are very settled and content.

Children are interested and fully engage in their play. Children explore the rooms freely, enjoying the time they spend in each area. Whilst in the 'Reading' room for example, the toddlers intently listened to stories such as 'The Treasure of Pirate Frank' and 'Troll Stroll'. They responded with ideas when asked questions like, "*What colour is it*?" and "*what do you think is going to happen*?" Children showed they thoroughly enjoyed group activities, such as parachute games and dancing as there was lots of laughter and excitement. Whilst singing and dancing along to 'Hop Little Bunnies' and 'Heads, Shoulders, Knees and Toes,' all children enthusiastically joined in, including some of the more quiet and shy individuals.

Children have a good variety of experiences that allows them plenty of opportunity to develop holistically, including cognitive, social, creative and language skills. They are naturally motivated, and interested, to participate in planned activities such as making 'Santa searcher' binoculars. Children undertake some tasks independently, for example, the older children competently used cutlery to feed themselves and required little assistance. Care staff said that children benefitted from daily outdoor play and regular walks to explore local area, although not during this visit.

Care and Development

On the whole, care staff understand and implement the nursery's policies and procedures to ensure children are kept safe and healthy. Care staff recognise signs and symptoms of child abuse and have a good understanding of safeguarding in the wider sense, but showed uncertainty of the reporting procedures beyond manager level. Care staff followed infection control guidelines effectively during nappy changes and meal times, ensuring that surfaces were cleaned, hands were sanitised or washed and gloves and aprons were used. People who run the service support good health by providing a balanced diet consisting of various fruit, vegetables, milk and water with occasional treats. They provide opportunities for physical play although not always outdoors. For instance, children stretched and did some exercises before they sat down for lunch. Care staff promoted safe practices by completing medication and accident records correctly and undertaking fire drills at regular intervals. Following the last inspection, the fire drill record had been amended to include more detail although did not reflect the time of day it took place which would be useful when planning future fire drills.

Care staff manage interactions well as they have a good understanding of children's needs and have strong bonds with them. They listen to children, value their response and show warmth and kindness in their interactions with them. During one interaction, care staff asked a child, "*What's your favourite animal? A tiger! Have you seen a real tiger at the zoo?"* The ensuing conversation demonstrated the care staff showing an interest in the child's likes and experiences. During a parachute game, care staff laughed at the children's positive reactions to the game, delighting in the children having fun. When one young child took a few steps, care staff clapped and cheered as encouragement, to the delight of the child. Such interactions showed that care staff felt affection towards the children. They model good behaviour and use positive language to reinforce expectations, for example, "*Let's use our indoor voices now*."

Care staff promote children's development and meet their needs effectively. They provide a nurturing, caring environment and responsive care. For example, staff recognised when babies were getting hungry and they cuddled and rocked children as they drank bottles of milk. Care staff explained how they supported children's individual needs, such as undertaking particular physiotherapy exercises and catering to certain dietary needs. The information provided by parents and kept in children's files was consistent with what the care staff described. They promote children's development by planning for a good range of experiences such as cooking cheese and spinach wheels and developing Welsh vocabulary using flashcards. Care staff track children's development using the Early Years Foundation Phase records although do not share with parents unless requested. The records show that children cover skills across the areas of learning.

Environment

People who run the nursery implement effective policies and procedures to maintain a safe and hygienic environment. The premises is safe, clean and well maintained. Staff undertake regular cleaning tasks throughout the day and keep a record to evidence it. This includes sanitising changing mats, mattresses and tables before and after use. Staff clean toys and re-useable resources to minimise the risk of cross infection. People who run the service have risk assessed the premises and fitted appropriate safety devices to create a safe environment for children's use. For example, there are fitted balustrades around the windows, jackets have been secured to radiators without thermostats and stairgates are in place. Fire extinguishers are checked on an annual basis although they were due another check at the time of inspection.

People who run the nursery successfully provide a comfortable, bright and stimulating environment that encourages children to feel welcome and be creative. Each of the rooms has a different theme and are dedicated to different forms of play. This includes a craft room, a reading room, a baby room and 'reflections' room. The reading room for example, kept books, games and resources to support language development and social skills. The wall displays invite interaction as they incorporate 'busy boards' which support fine motor skills. The larger 'Reflections' room provides space to participate in group games, and physical activity such as dancing and exercise. Children's artwork is used in displays to create a sense of belonging and displays incorporate Welsh language to promote bilingualism.

People who run the nursery provide a wide range of good quality, developmentally appropriate play and learning resources. They regularly review and update the toys they have and encourage staff to order provisions for the activities they plan for the children. This includes a superb range of craft materials. Staff had started to create Christmas themes crafts using the materials available such as snow-filled baubles, Christmas tree pine cones, paintings adorned with jewels and sparkly tape. The outdoor play space incorporated suitable toys for children to practise using gross motor skills and a sense of enquiry. For instance, chutes had been built using drainpipes for children to explore flow and speed.

Leadership and Management

Leadership at this service is good. People who run the nursery have clear aims and policies that focus on children's needs. The service is smoothly run as there are well-developed systems and processes in place. For example, leaders keep detailed records on most things and these are well organised. This includes attendance registers, contract and information forms and information on staff training. The nursery's statement of purpose is an accurate reflection of the service they provide although does not include contact details and information relating to key policies such as the complaints procedure. Whilst leaders review their policies and practice regularly, some policies did not reflect CIW's correct name. People who run the service respond positively and proactively to improvements suggested at previous inspections. For example, staff had signed a medical declaration of health and the child protection policy includes specific telephone numbers, making it a more useful document, although staff were not fully aware of the detail.

People who run the service annually review the quality of service they provide. There is an appropriate system for seeking the views of others although not all parents knew how they could contribute. Leaders said that they provide questionnaires and encourage informal suggestions via email or during pick-up. The report gives an overview of the views of children, staff and parents and identifies general areas for improvement. For example, to "*Continue to change and vary our food and menu ideas*," and "*to continue with, vary and increase our local visits to the park and beach*."

People who run the nursery manage staff and resources successfully. They follow safe, robust and timely recruitment processes to ensure staff are suitable to work with children. Staff demonstrated a good understanding of their roles and responsibilities. Leaders create a positive ethos whereby staff feel valued and as a result, there is a very stable, committed team of practitioners. People who run the service encourage staff to openly share ideas and communicate issues as they have an 'open door' policy. Staff said that they felt confident to approach leaders with suggestions or requests, such as for new resources to use for children's activities. Whilst leaders have regular conversations with staff about their practice, there were no records to evidence them. Appraisals are performed bi-annually which allows staff time to reflect on their performance, although there were no agreed targets to work towards. There is a strong culture of continuous professional development however. Staff have access to an on-line training provider whereby the can select courses that are of interest to them, such as 'Blossoming Babies' and 'Outdoor learning'. Three staff members were due to renew first aid training and they had undertaken theoretical training and had been booked onto the next available practical course. The training matrix showed that a number of staff were due to refresh their knowledge of safeguarding.

People who run the service have developed strong partnerships with parents. They identify children's needs and preferences before they start and use the information to help them

settle. For example, what children like and what soothes them. In addition, they obtain the necessary contracts and permissions. The information gathered is used to ensure parental wishes are followed and children's individual needs met. Parents are kept informed of their child's day and are sent photos via the online app. Almost all parents who provided feedback said that they felt well informed although one wished that feedback was more specific to individual children. A number of parents gave feedback of the nursery and felt overwhelmingly that the service and care of the children was excellent as, "*They take fantastic care of the kids,*" and well being is "*outstanding*." Some commented that they had a personal preference for less sugar in the menu/activities relating to food, for more information about policies, such as the complaints process and more regular outdoor play.

Recommendations to meet with the National Minimum Standards

R1 Keep notes in relation to supervision meetings

R2 Ensure staff familiarise themselves with nursery's safeguarding procedures

R3 Set targets in appraisals to encourage staff to develop professionally

R4 Provide outdoor play on a daily basis

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	N/A

	inspection	

Date Published 15/12/2021