Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Little People Day Nursery

Caretakers Cottage
Stanley Road
Skewen
Neath
SA10 6LP



Date Inspection Completed

04/02/2025

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About Little People Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Person	Sian Owens
Registered places	18
Language of the service	English
Previous Care Inspectorate Wales inspection	15 December 2021
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	This service is not making a significant effort to promote the use of Welsh language and culture.

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

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

Summary

Children express themselves well. They are happy, settled and content. Children are interested in their play and have good relationships with one another and staff at the setting. Children develop basic independence skills.

Staff work suitably well to keep children safe. Overall, they implement appropriate policies and procedures. Staff are warm, kind and caring. They engage and interact with children naturally. They clearly know them well. Improvement is required in relation to planning, observations and the next steps of children's learning at the setting.

Leaders and staff provide a mostly suitable environment, which supports children to learn and play appropriately. They recognise risks, although do not always record or act promptly to remove them. Leaders have taken prompt action to address this during the inspection. Equipment and resources are suitable to meet the needs of the children at the setting.

Leadership and management of the setting is improving. Following our last inspection, leaders have acted on issues raised. However, they need to ensure consistency and embed changes. They have taken prompt action to address any issues raised at this inspection. We have re-issued an area for improvement and noted several recommendations.

Well-being — Good

Children have suitable opportunities to make choices and decisions about what activities and resources they want to play with, from what is available to them. For example, children choose the colours to stick on their rainbow art. Children decide if they would like more to eat at mealtimes, with babies' non-verbal cues recognised and older children's request for more food provided. They confidently ask us, CIW, to join in their play, and engage in completing a large floor puzzle with staff and other children.

Nearly all children are happy and cope well with separation from their parents or carers. We saw children settle quickly, engaging in play. Children are confident to call staff by their names and eagerly welcome us, with *"hiya"* and waving. Children receive support and reassurance, having regular cuddles. They are familiar with routines. For example, at meal and rest times.

Children express enthusiasm and enjoyment. They smile, sing and engage with each other and staff. They clearly know one another well and have strong relationships. Children cooperate with each other, for example they take turns when engaging in the 'tap, tap, box' activity. Nearly all children share, with little support needed from staff. Younger children say *"yay"* and enthusiastically clap when interactive toys are provided to them. Nealy all children sit together, whilst eating their meals and listen to instructions well.

Children are interested in their play and learning. They follow their own wishes and engage in activities of their choice. For example, playing in the role play area, engaging in arts and interacting with cause-and-effect toys. They explore their base rooms and enjoy group times, reading and singing together. Older children sit nicely, listening and interacting in song time. A child confidently said *"white",* when asked what colour the mouse was, with praise given.

Children are developing basic independence skills. They help to tidy up and follow most instructions. They access bathroom facilities independently, or with the support of staff, to wash their hands before mealtimes. There are missed opportunities for children to be more independent, such as at mealtimes.

Care and Development — Adequate

Staff work suitably well to keep children safe. They understand the importance of safeguarding children and appropriately answer what they would do in a child protection scenario. Nearly all staff have the appropriate level of safeguarding training in line with the national minimum standards. Many staff have current first aid and food hygiene training. They promote healthy food choices and provide access to fresh drinking water. There are basic practices in place to support allergies, intolerances and dietary preferences. Staff follow appropriate procedures when nappy changing. However, there were inconsistencies with hygiene practices between nappy changes. Following our visit, the settings policy and practice has been updated. Staff record accidents and log significant events suitably. However, they did not record incidents. Following the inspection visit, incident records have been introduced. Overall, staff adhere to suitable cleaning procedures to ensure a hygienic environment and to minimise cross-contamination. Staff wipe children's noses, sanitise their hands and regularly sweep the floor. Staff regularly check on children who are sleeping.

Staff are warm, kind and caring. They remind children of the golden rules at the setting, including using 'kind hands' and encourage 'good listening'. Staff manage children's behaviour suitably. They give praise and acknowledge children's efforts. For example, staff comment *"You two are good at sharing, thank you*". We heard staff use praise when engaging with children, such as "*Da iawn", "Well done- high five"* and *"You are so clever!"* They encourage children to lower their voices, by saying lets *"use our indoor voices, shall we?".* Staff treat children and each other with respect. They use gentle tones and age-appropriate language to explain things to children. Staff interact positively with children throughout their time at the setting. They sit with children at mealtimes and engage or support them in their play.

Staff know the children and understand their individual needs, abilities and preferences. Staff provide a nurturing and caring environment. They provide children with suitable opportunities to promote learning and development through the activities on offer. For example, they provide creative, physical, and imaginative activities. There is very basic planning in place. Staff have undertaken basic observations of children's development in the past. However, this has not been maintained, there is no record of children's development or next steps of learning. Staff use some Welsh with the children during the day and engage in bilingual songs.

Environment — Adequate

Leaders and staff provide a suitable environment, which supports children to learn and play appropriately. They care for children in a mostly safe, secure and clean environment. For example, the main door is locked, and the outdoor area is secure. There are key coded safety gates on the rooms, so children cannot leave unattended. Overall, the building is appropriately maintained with the required safety checks in place, including fire and boiler checks. However, there are some signs of damp within one of the playrooms. Leaders are aware of the issue and are planning on-going improvements. Leaders confirm regular fire drills have taken place. However, there were no recent records to evidence this. Following our visit a fire drill practice has taken place and been appropriately recorded. Staff encourage safety measures into the daily routines, such as reminding children to use their 'walking feet' when accessing the bathroom. A daily check list is complete. However, leaders do not recognise potential risks or hazards within the environment. For example, the outside play area had broken toys and equipment waiting to be removed and internal doors had broken finger guards. Following our inspection visit, these risks have now been removed. There are a range of written risk assessments in place, which undergo review. Leaders identify risks, such as the current building work taking place next door to them. However, a written risk assessment was not in place. Following our visit this has now been completed.

The service offers a suitable environment which supports children's development and independence. The playrooms allow children to move freely and have separate space for quiet or rest time. Within the different rooms, they have varying opportunities for play and learning. For example, role play within one room and arts and crafts in another. Furniture is of appropriate size and height for children. One room has recently been painted, with others due to undergo redecoration. Leaders confirm, they have plans to develop and improve the current environment. Staff told us children enjoy and benefit from playing outdoors. They have access to the outdoor space and visit local parks and other areas of interest.

Leaders ensure the quality of resources and equipment are of an adequate standard. They offer children a satisfactory variety of age-appropriate furniture, toys and equipment both indoors and outdoors. For example, small world toys, craft materials, movement and action toys, books and puzzles. Some low-level storage allows children to identify and choose resources easily. Other resources stored on higher shelving are taken down by staff when requested. Equipment provided is suitable for the children attending. For example, age-appropriate toilets and wash hand basins.

Leadership and Management — Adequate

Leadership and management of the setting is improving. Following our last inspection, leaders have taken action to comply with some of the national minimum standards and regulations, although inconsistencies remain. They need to sustain improvements and embed them across the setting. Leaders generally keep CIW up to date with notifications, including their statement of purpose, and other activities through their online account. During our inspection visit, an up-to-date staff matrix was provided.

Leaders maintain accurate records. They complete registers with actual times of children's arrival and departure. Staff members sign in and out of the setting, at the start and end of day, as well as when they take a lunch break. Children have complete contracts, with consent forms in place. There are a range of policies and procedures, which undergo regular review. They have up to date certificates such as public liability insurance, and ICO (Information Commissioners Office).

The reviews in place for the evaluation of the service are developing. A quality of care report has been provided alongside the Self-Assessment of Service Statement (SASS). The report reflects parental views. It does not include children or staff views. Following our inspection, the review now recognises previous achievements and next steps to improve the provision. Whilst some improvement has been made, the views of staff and children are still missing, we are therefore reissuing the area for improvement, and we expect the provider to take action.

Leaders undertake regular staff supervisions. Staff informed us they feel well supported at the setting, with some being long standing staff members. However, leaders have not undertaken recent staff annual appraisals. This is an area for improvement, and we expect the provider to take action. All staff members have Disclosure and Barring Service (DBS) checks in place, with many on the update service. During the inspection, the registered person instigated a new DBS for herself. Staff files were complete and include all regulatory information. Leaders encourage staff to undertake continual professional development and access training and support through the local authority.

Leaders work closely with other professionals, including the adjoining school, the local authority and Flying Start. Leaders promote positive partnerships with parents. They keep parents up to date using an online application, private social media and verbal conversations at the start and end of the session. As part of the inspection process, we received feedback from parents/ carers and comments were very positive.

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.

Area(s) for Improvement		
Regulation	Summary	Status
29	Ensure all staff receive recorded annual appraisal	New

	meetings.	
16	The provider has not sought the views of children or staff when completing the quality of care review.	Not Achieved
31	The provider has not notified CIW of events in the nursery that they are required to by regulation.	Achieved
32	The complaints policy does not comply with all elements of the regulations in respect of complaints.	Achieved

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)
Standard 10 - Healthcare	Implement hygiene policies into practice consistently, particularly in relation to nappy changing.
Standard 20 - Child protection	Staff to complete appropriate safeguarding training in line with the NMS.
Standard 7 - Opportunities for play and learning	Embed and implement effective planning, observations, development and next steps records for children.
Standard 22 - Environment	Remove and reduce risks in a timely manner, making effective use of daily checks and risk assessments to reflect any changes or updates at the setting.
Standard 24 - Safety	Fire drills to be undertaken regularly and recorded appropriately.

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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