Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Little Angels Nursery

Tynrhos
Caradoc Road
Aberystwyth
SY23 2JZ

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

03/04/2023

About Little Angels Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Person	Krishan Kawol
Registered places	57
Language of the service	English
Previous Care Inspectorate Wales inspection	9 October 2018
Is this a Flying Start service?	Yes
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

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

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

Summary

Children are highly valued and are consistently motivated and encouraged to speak and express themselves. They are thriving and feel extremely happy and secure at the setting. Children are resilient. They co-operate, take turns, and share with other children. Children are active, curious learners, and they engage in purposeful play-based activities.

Care staff understand and implement policies and procedures to keep children safe. They are well qualified and are kind towards children, providing positive interactions to ensure they feel valued and happy. Care staff fully meet the needs of the children.

The children receive care in a safe, clean and secure environment. Care staff have identified and as far as possible eliminated unnecessary risks to children. There is sufficient space and facilities for children to play and learn. The environment promotes children's independence and is well maintained and decorated.

The people who run the setting comply with all regulations and exceed the national minimum standards. They have a clear statement of purpose which provides and accurate picture of the setting. The people who run the setting actively support and challenge everyone to do their best and set high expectations. The setting is working towards providing the Welsh Language 'active offer'.

Well-being — Excellent

Children are settled and cope extremely well with separation. They have formed very strong emotional attachments with each other and care staff. This ensures highly effective consistent care that develops their confidence. They are forming very strong friendships and are willing to express their feelings including their likes and dislikes. For example, talking about food and what they want to play next. Children have a key worker and confidently speak to other staff if required.

Children manage their behaviour, co-operate, take turns, and share resources. Nearly all the children are happy playing and are extremely sensitive to the feelings of others. The children have a good sense of right and wrong and this is constantly reinforced by care staff. The older children are self-disciplined and can comply with rules. For example, over enthusiastic children being reminded of the expectations when taking part in activities.

Children can make age-appropriate choices and decisions. These include being able to choose their activities and what to use to complete these. Throughout the setting, children are listened to by care staff. For example, a spider diagram was displayed with children's ideas noted.

The children are highly active and curious learners and take full part in various activities for an appropriate amount of time according to their ages. For example, children took their time to fill plastic eggs with small objects using various size spoons. Children are keen to share experiences with adults who respond positively. For example, children use the Easter wreath as a photo frame and are congratulated on a new idea. The children fully enjoy high quality, organised activities. Children also make excellent use of the opportunities to take part in outside activities.

Nearly all the children are highly confident, independent and make their own decisions about what activity to be part of. For example, children are encouraged to find their own shoes and coat and to dress themselves. All children are encouraged to try and succeed. They are well motivated and are very confident even with new adults.

Children have every opportunity to develop emotionally and physically with the use of the indoor and outdoor areas. Socially, they are encouraged to work together on tasks including clearing and tidying. Children have opportunities to be creative inside through art activities and outside using water and a brush on a blackboard. They develop their language and knowledge through the care staff's highly effective questioning and modelling language.

Care and Development — Good

Care staff fully understand and consistently implement policies and procedures to promote healthy lifestyles and personal safety. They confidently suggest changes and risk assess when they feel the need to. They follow cleaning routines and hand washing practices thoroughly and frequently, encouraging children or supporting them to do the same. Care staff give reminders to children to cover their mouths when coughing or sneezing and promptly remove toys, which are trip hazards on the floor of the playroom. Care staff washed and wiped all babies' hands with individual flannels before lunch. Care staff have current training in child protection and up to date first aid. Through discussion, the care staff explained to us the procedures to follow should they have concerns about any of the children. They log relevant records of accidents, incidents and medication and share this information with parents and carers.

Care staff have relevant understanding and knowledge of child development, and its impact on children's behaviour. Experienced and qualified staff care for children effectively and meet their individual needs. They consistently implement positive behaviour management strategies, so children know what the expectations are. They use praise to reinforce good behaviour and distraction for unwanted behaviour. For example, care staff intervene appropriately and calmly when there is conflict between children. Care staff encourage the children to share resources. They are warm and friendly and are positive role models to the children. Care staff play alongside the children and encourage positive interaction.

Care staff listen and respect the children's views. We heard interactions between care staff and children that demonstrated kindness and warmth. Care staff listen intently to children's needs and develop the children's understanding through appropriate questioning. Care staff have a good understanding and knowledge of the children's developmental needs. They agree a theme and plan activities suitable for children's age and stage of development. They assess children's progress and their findings feed into the activity plans. However, care staff do not always gather children's ideas before the planning of activities is completed.

Care staff consider individual children's wants and needs in a sensitive manner. Care staff at the service know the children well. They are fully aware of children's allergies and a list of the individual children's needs, allergies and dietary requirements is displayed within the kitchen areas. They are aware of children's likes and dislikes. Care staff tell us they are proud to be a part of the team. They are thanked and feel appreciated for their work by management.

Environment	**Good**

The environment is secure and well maintained indoors and outdoors. Thorough safety measures ensure access to and from the setting is secure. Children are safe because no one can enter or exit the setting without being admitted by a nursery member of care staff. People who run the setting ensure there are thorough cleaning routines to maintain good hygiene practices and infection control methods. New and revised policies are in place to reduce the spread of infection due to Covid-19.

The premises is warm and inviting and is decorated with the children's work. Care staff organise regular cleaning routines that reflect good hygiene practices. Their good infection control practices minimise any risk to children's health and safety. We saw a well-maintained kitchen area, which is arranged to store and prepare food safely and hygienically. People who run the setting identify and minimise risks to children's safety very well. They conduct thorough maintenance checks and maintain the upkeep of the property and equipment to ensure it is safe and suitable for children. Fire drills are carried out regularly and details of these are recorded and filed safely.

The people who run the setting ensure that the environment has sufficient indoor play space for children to move freely. There are a number of playrooms where children play in their age groups. These areas include sensory equipment and opportunities for quiet times or small group role-play. The outdoor play space is used as often as possible however due to the nature of some of the playrooms there is not a free choice to use the outside environment. There are numerous resources for the children to play; these include construction play, climbing equipment, role-play and an area to play ride-on toys.

The people who run the setting organise the environment well so that it provides a good range of play opportunities suitable for all the age ranges cared for. We saw age appropriate equipment and toys, which are stored at an appropriate level and accessed independently. Children sit at tables and chairs at their level and babies are in high chairs to eat their lunch and snacks. People who run the setting provide good resources to promote children's curiosity about the wider society, promoting equality and learning about cultural awareness. People who run the setting explained to us that the children enjoy celebrating cultures through learning about festivals. They told us that they have lots of books and stories, which reflect positive role models. People who run the setting ensure that children can access good quality and a broad variety of appropriate toys and equipment. We saw children enjoying playing with dolls, blocks, vehicles, counting cubes, animals, a garage and a role play area and interactive toys.

Leadership and Management — Excellent

People running the setting have an exceptional vision that they communicate effectively to their care staff creating a very positive ethos. They lead in a way that ensures the setting achieves extremely high standards and delivers quality care and development opportunities

for children and care staff. They have all the required documents and records needed to run the setting, which they review and update regularly. The documentation is thorough and comprehensive. People running the setting are committed to working towards providing the active offer. Welsh language displays and signage were visible throughout the setting. Welsh culture and diversity is encouraged through a number of celebrations of festivals and events including St David's day and St Dwynwen's day. However, the Welsh language was not heard consistently in conversation between the care staff and children throughout the setting.

People who run the setting consistently reflect on and evaluate the service and their practice. They are very approachable and open to ideas for improvement. People who run the setting carry out a quality of care review each year that takes account of the views of parents, children, and care staff. They identify areas from this that they would like to build on or develop further. The self-evaluation and operational plan is purposeful and is a tool for creating an action plan for the year ahead. They take account of any issues raised, record and respond appropriately. People running the setting have recently received a grant which will be spent accordingly to develop the environment of the setting including an outdoor classroom, new canopy, new doors and solar panels.

People running the setting support care staff extremely well. They carry out regular supervision and appraisal meetings and plan for staff development. They hold regular staff meetings to exchange information and ideas. A high number of care staff have been working at the setting for a number of years. This offers children consistency in staffing and the care staff are able to develop within the setting. Care staff have a wealth of experience. All care staff we spoke to said they are very happy working at the setting and feel very well supported by approachable managers. People who run the setting follow robust recruitment procedures.

People running the setting have excellent partnerships with parents. They keep parents informed of their children's progress verbally, through children's learning journeys, emails and daily progress sheets. 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. Partnership working with parents is very effective.

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

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 7 - Opportunities for play and learning	Involve children in decision making, evaluating and planning of activties.
Standard 4 - Meeting individual needs	Ensure consistency in Welsh language provision to fully cater for the preferences of children's home language.

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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