Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Trusting Hands Day Nursery

Canolfan Gorseinon Centre
Millers Drive
Gorseinon
Swansea
SA4 4QN



Date Inspection Completed

28/07/2022

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About Trusting Hands Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	The Gorseinon Development Trust Ltd
Registered places	66
Language of the service	English
Previous Care Inspectorate Wales inspection	14 March 2018
Is this a Flying Start service?	
Does this service provide the Welsh Language active offer?	No. 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.

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

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

Summary

Children are very happy at the nursery and enjoy attending. They feel very safe and secure in the care of staff. Children have a strong voice and experience good opportunities for play and learning. They are developing their independence skills through a range of quality experiences and play.

Staff are professional, well-qualified and passionate about their roles. They implement the setting's policies and procedures effectively. Staff are patient, kind and caring. They support children's learning and development through a wide range of planned activities led by children's interests and developmental needs.

The environment is secure, welcoming, and very well maintained. A good range of toys and equipment both indoors and outdoors promote children's play very well together. The outdoor has been developed further and provides exciting and extensive opportunities for children. People who run the setting ensure that the environment is secure and promotes the health and well-being of children.

People who run the setting are highly motivated and implement policies and procedures that reflect the care provided. Policies are reviewed and most are updated when required. People who run the setting effectively identify areas of improvements and listen to children's views before implementing any changes. Parents are kept well informed and up to date about their child's experiences and development.

Well-being Good

Children have a strong voice and make decisions in line with their preferences. For example, they choose to sing songs such as Twinkle Twinkle and Baa Baa Black sheep and decide whether they want meatballs with or without sauce. Children communicate their thoughts and ideas confidently, as they know staff will listen and show interest. For example, children have a voice in the planning and have recently been enthusiastic in contributing their ideas to the current theme of transport. They choose from a good range of developmentally appropriate opportunities and resources. They enjoy planting vegetables such as lettuce and carrots in their raised beds, watching them grow and watering them.

Children are very happy and relaxed at the setting. They settle quickly and enjoy being in the company of other children. They form close friendships and play happily alongside each other or together. Older children converse comfortably with staff about their achievements in a recent sports day knowing that staff take an interest in their achievements. Children respond positively to praise and encouragement by smiling, which gives them the confidence to play, learn and explore. One child told us 'I really enjoy coming here'.

Children interact well with each other and with staff. They form positive emotional attachments with staff and interact very effectively with them. Younger children reach out for cuddles when they are tired or when listening to a story. Children are becoming increasingly sociable. At lunch time, they chat and giggle together enjoying themselves whilst eating, and have engaging conversations with each other. For example, older children enjoy discussing the concept of tall and short, stating they will be '*very tall*' when older. Children learn to respect each other and the resources, learning to share and use equipment appropriately. They help each other tidy up, are courteous and many say 'please' and 'thank you' unprompted.

Children develop a wide range of skills as they play indoors and outdoors. For example, they concentrate for sustained periods whilst successfully throwing different coloured pom-pom into cups to imitate playing basketball. Children develop good gross motor control whilst playing on trikes and balance bikes and this promotes their confidence. Children develop good independence skills. They eat independently at mealtimes. They are able to wipe their nose and put tissues in the bin independently, they pour water into cups independently and freely explore their play environment indoors and outdoors with confidence.

Care and Development — Good

Staff have a good understanding of their roles and responsibilities to keep children safe and healthy. They are confident to implement the setting's policies and procedures should they have concerns about a child. The cook and care staff understand and implement the Welsh Government's Food and Nutrition Guidance for Childcare Settings by providing a wide-range of healthy and nutritionally balanced menu for children. Drinking water is always available. Information relating to children's allergies and medical conditions is collated and accessible to all staff, with strong systems in place to ensure children's dietary requirements are safely met. Food hygiene training is up to date and certificates available. Staff record all accidents, incidents and existing injuries in detail and parents sign and date the relevant forms. Regular fire drill practices ensure staff and children are aware of how to leave the building safely. Staff undertake daily checks of their base rooms and people who run the service take responsibility for overall risk assessments of all areas.

Staff are kind and caring towards the children. They are responsive and nurturing, which means children approach them with ease. Staff work very well together to support and promote children's social behaviour, being mindful of their age and stage of development. There is a purposeful behaviour management policy, which promotes the use of positive strategies. Staff implement this skilfully, using distraction methods and lots of positive language to reinforce positive behaviour. For example, they praise children for pouring their own milk, and for sharing and taking turns on the slide and bikes outdoors. Staff are good role models; they encourage good manners and prompt the children to say "please" and "thank you."

Staff support children's learning and development effectively. They plan for the use of the outdoor area, which promotes children's development effectively. For example, they use the parachute outdoors to help children learn that plastics create sea pollution. Staff also allow children to discuss the importance of collecting plastics from the sea to save the animals. Staff regularly observe children's play and learning to track their progress. This informs the planning of future activities to promote children's next steps in learning and development.

Environment — Good

The environment is safe and very well maintained. The entrance is very secure; doors are locked and staff ensure they only allow access to authorised people and ensure visitors compete the visitors' book. The setting has a CCTV camera in operation and leaders made further improvements to their policy and its implementation during the inspection. Staff fully understand and consistently implement policies and procedures to ensure the environment is safe for children. Leaders regularly review risk assessments for all areas of the nursery, including the new outdoor resources, and ensure staff are aware of the assessments. Registers of children's arrival and departure at the setting are complete and accurate. Safety certificates are up to date including gas boiler service, electrical testing and fire safety checks. Staff keep all areas clean and regularly sanitise the areas. There are standard procedures in place for preparing and serving food, which the cook and care staff implement. People who run this setting have effectively organised consistent cleaning routines throughout the day, which reflect good infection control practices. They also employ cleaners to clean the building on a daily basis.

The environment is welcoming and child friendly. Staff create engaging displays of the children's work and mirror the current theme such as the commonwealth games. The base rooms are spacious and airy allowing children space and freedom to move around as they play. Staff ensure they regularly clean toys and equipment, and resources are of good quality. The setting has suitable furniture and resources such as low-level tables, chairs, and storage, which help develop children's confidence. There are a suitable number of children's toilets and nappy changing facilities available, which are clean and fresh.

The outdoor environment provides excellent opportunities for children to develop gross motor control and creative skills. Leaders have prepared a raised bed section for each age group and staff ensure that children have the opportunity to plant vegetables such as courgettes, carrots and lettuce. The cook uses the home grown produce in the meals prepared for the children. There is also a newly developed play area, which the children benefit from greatly.

Leadership and Management — Good

People who run the setting are skilled and experienced. The person in charge and deputy receive good support from the wider management team. People who run the setting are very organised and ensure that all documents are easily accessed and in good order. They regularly review their policies, procedures and statement of purpose. Leaders provided CIW with policies during the inspection. However, some details in the child protection and complaints polices are not fully complete. People who run the service notify Care Inspectorate Wales of staff changes and significant events. The Statement of Purpose is thorough and provides an accurate picture of how the setting runs.

People who run the setting have robust recruitment processes are in place. The required staff recruitment checks are completed fully during the recruitment procedure to ensure staff are suitable to work with children. Staff files are well-organised. People who run the service ensure enough qualified and experienced staff are deployed in an organised way, ensuring that staffing ratios and children's needs are met. On occasions, they exceed the required ratios. People who run the setting ensure that staff have regular training although some need to update their first aid and child protection training. Staff told us the management team are supportive and receptive to their ideas. As a result, the staff are enthusiastic, motivated and enjoy their work.

Self-evaluation and planning for future improvements is comprehensive and on-going. Leaders implement effective and thorough processes to regularly evaluate the service. The quality of care review is continuous. Recently, people who run the setting have started making plans for the new curriculum and have also invested heavily in the outdoor environment. All staff spoken to said the developments have had a positive impact. However, the quality of care report is not fully reflective of the service.

Partnerships are very good. People who run the setting and staff have established effective relationships with parents. They receive regular feedback about their children's progress and development. Daily logs are completed and show a record of food intake, drinks, sleep, and nappy changes, if appropriate. Leaders have also fostered good working partnerships with the community and the development trust.

Recommendations to meet with the National Minimum Standards

R1. Ensure staff refresh their first aid and child protection training

R2. Further amend the complaints and child protection policies

R3. Ensure the Quality of Care report is more reflective of the setting

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

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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