Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

The Flowers Day Nursery

145 St. Helens Road
Swansea
SA1 4DE



Date Inspection Completed

01/10/2024

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About The Flowers Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	The Flowers Day Nursery Limited
Registered places	32
Language of the service	English
Previous Care Inspectorate Wales inspection	26 May 2023
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	**Adequate**
Care and Development	**Adequate**
Environment	**Adequate**
Leadership and Management	**Adequate**

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

Summary

Children are happy and settled at the nursery. Most communicate confidently and develop positive relationships with staff and each other. Children can choose what they do and play with from the resources and activities available. They have suitable opportunities to extend their individual skills from the resources and experiences provided.

Overall, staff understand and implement policies and procedures to keep children safe and healthy. They interact with children in a positive way, helping them feel valued and secure. Staff respect the children's choices and there are positive bonds of affection. They encourage a free-play learning environment providing an appropriate range of activities to promote children's play.

The environment is safe, secure and well maintained. Children have access to a suitable range of good quality toys, resources and equipment. These are appropriate and suitable for their needs of the children and enable them to play and explore.

Leaders work positively to develop and improve their service and promote a positive atmosphere in the setting. Paperwork is well-organised and completed consistently. They support and develop the learning and development of their staff. Leaders develop good relationships with parents.

Well-being — Adequate

Children have some opportunities to make choices and decisions about what affects them. They can choose what to play with and know that requests will be listened to. For instance, children asked for more books with staff passing them over to them. Children ask staff to join in with their play.

Children have a clear sense of belonging and are familiar with routines of the service. They arrive at the service, place their bags and coats away and go to join in with their peers. Children are settled, content and seem to enjoy their time at the service. Any unsettled children are given reassurance until they settle.

Interactions are suitably positive between adults and children. Younger children are developing positive relationships with their peers and older children play well together. Children generally share toys and resources with each other. For instance, we saw two children sharing a baby bottle between each other to feed their dolls. Children enjoy sharing their achievements with the adults around them, showing them what they have been doing.

Children are engaged in their play appropriately. They explore the toys and resources available to them. Children enjoy a reasonable selection of appropriate opportunities indoors and outdoors and can also relax and have quiet times. They concentrate for an age-appropriate amount of time and respond positively to encouragement from staff. They listen to instructions well. For example, children joined in with music and movement songs during circle time.

Children take part in activities resulting in a reasonable feeling of achievement. They relish the opportunity to direct their own play. For instance, children requested water in order to make a ‘birthday’ cake, carefully carrying water from the outdoor tap to their mixing area. Children have some opportunities to develop their independence skills. They enjoy choosing what to have with their lunch, washing hands or helping complete specific jobs around their room.

Care and Development — Adequate

Staff understand and adequately implement the promotion of healthy lifestyles, physical activities, personal safety and well-being. They offer a range of healthy foods and snacks and promote safety consistently. For example, while coming down the stairs, staff positioned themselves to supervise children and reminded them about coming carefully. Staff follow appropriate hygiene practices. For example, sanitising tables before snack and wearing appropriate personal protective equipment while supporting toileting needs. Staff have an appropriate understanding of their responsibilities to safeguard children and confidently answered about the processes to follow if there was a child protection concern. Staff complete accident and incident forms fully and staff know where to find information about children's individual medical, nutritional needs or behaviour support.

Staff appropriately support children's needs, wants and requests. They respond to children's verbal and non-verbal cues. For example, staff took babies for a nap when they showed signs of tiredness. Staff are kind and calm and speak appropriately to children and each other, ensuring they act as good role models. They respond appropriately to children's behaviour. For instance, staff reassured unsettled children and praised children for their positive behaviour. Staff appropriately implement positive behaviour management strategies. However, this was not always followed consistently by all staff members. For example, some staff reminded children of using please or thank you while others did not always promote the use of manners.

Staff are aware of children's individual needs and development. They are aware and appropriately intervene to promote children's play and learning. For example, staff praised younger children's attempts at communicating with other children and used children's play to promote colour recognition skills. Staff plan some activities based around themes and allow nearly all children to follow their own interests. They carry out regular observations on the children and information is shared with parents. Staff are inclusive of children with Additional Learning Needs (ALN) and provide appropriate support for them to access provision.

Environment — Adequate

Leaders ensure that the environment is generally safe, secure and well maintained. There are adequate risk assessments in place which are reviewed regularly. Leaders have evidence of adequate safety checks and hygiene procedures in place. For example, they have records of fire drills, fire safety checks, heating and portable appliance testing (PAT) available for inspection. Stairways are protected with safety gates and there is a clear record of visitors attending the premises.

Leaders ensure the environment has sufficient play space for children to move freely within their rooms and explore. Outdoors, areas are suitable for use, with fencing used to ensure children only access appropriate areas. Playrooms are an appropriate size and bright. Their layouts give children adequate space to move around and play. The playrooms ensure resources are easily accessible at the children's level, enabling them to independently access a range of age-appropriate toys and equipment. Nappy changing facilities and low-level toilets are available which allow children's privacy and dignity to be respected. Leaders provide children with suitable arrangements to sleep or rest safely and comfortably. The outdoor play space offers children further opportunities to play and develop.

Leaders provide a satisfactory range of resources that give children variety and choice. Overall, these are suitable for the ages of the children using them. Furniture and equipment are suitable for children across the nursery. Children have access to toys and resources which develop a range of skills and learning. For example, they can use imaginative, physical, creative and linguistic playthings and supplies. Outdoors, children can access climbing equipment as well as other large play resources.

Leadership and Management — Adequate

Leaders work adequately to develop the service. They have a satisfactory statement of purpose, which appropriately reflects their service. Leaders sufficiently review their policies and ensure these are generally implemented in practice. They ensure that required records are kept and shared with parents and sometimes review these documents. Leaders have worked positively to improve their service since their last inspection and continue to develop some aspects. For instance, they have implemented staff meetings to support and inform staff of important information. Leader have informed Care Inspectorate Wales of changes and significant events. They have also ensured that staff complete records promptly as well as ensuring children use the outdoor areas regularly.

Leaders adequately review and carry out self-evaluation. They seek the suggestions of children, their parents/carers and staff. They produce an appropriate quality of care report, highlighting what they do well. Leaders have appropriate processes when dealing with any concerns.

Leaders follow safe recruitment processes to safeguard children. They have a clear system in place to update staff Disclosure and Barring Service (DBS) certificate checks. The performance management process is satisfactory and allows staff to attend mandatory training. Leaders have begun to implement regular appropriate supervision and have plans in place to carry out appraisals. Leader ensure staff are adequately deployed throughout the setting to support children's individual needs. Registers clearly show that they adhere to maximum registered numbers and the appropriate staff to children ratios. They ensure there are additional staff available to support staff in rooms when needed.

Leaders ensure that communication and engagement systems with parents are in place. They have developed good relationships with parents. They collect relevant information about children before they start at the setting and keep parents appropriately informed. For example, through verbal feedback or messages. Leaders have relevant links with other professionals and follow appropriate processes to support children's individual needs.

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
20	The responsible individual must ensure staff are deployed effectively throughout the setting to enable them to supervise children appropriately and ensure they are able to meet individual needs at all times.	Achieved

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
N/A	No non-compliance of this type was identified at this inspection	N/A
31	The responsible individual must notify CIW of all staff changes or significant events occurring at the provision within the required 14 days.	Achieved
30	The responsible individual must ensure appropriate records are completed promptly and fully following an accident or incident.	Achieved
15	The responsible individual must ensure their Statement of Purpose is accurate and specific to the service provided and that care provided is consistently in line with this, in order to safeguard and protect children's well-being.	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 13 (Day Care) - Suitable Person	Ensure the people who run the setting draw upon and value care staff feedback through regular supervisions and appraisals.

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

Best Practice
Recommendation(s)
Ensure consistent practices are carried out by staff across the nursery.

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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