Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Toptotz Day Nursery

Top Totz Nursery
23 Cambrian Street
Llanelli
SA15 2PN



Date Inspection Completed

28/02/2024

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About Toptotz Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Person	Debra Davidson
Registered places	29
Language of the service	English
Previous Care Inspectorate Wales inspection	16 July 2019
Is this a Flying Start service?	
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language. However it does demonstrate a significant effort to promoting the use of the Welsh language and culture through the use of basic Welsh words and songs.

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 thoroughly enjoy their time at Toptotz because they have a strong voice, and they are curious learners. They are able to make choices about what they want to do and how they spend their time at the setting. Children feel safe and valued which enables them to engage in purposeful play-based activities.

Staff promote children's wellbeing efficiently, building affectionate bonds of attachment with them and ensuring safeguarding underpins all practice. They are well qualified, experienced, and knowledgeable; staff confidently provide a nurturing and caring setting.

Staff care for children in an environment that is welcoming and friendly and provides a good environment for play and learning. There is a range of play spaces and plenty of resources to encourage children to play and learn. The resources and equipment meet the needs of the children well. Staff identify any unnecessary risks to children and eliminate them as much as possible. The outdoor environment is secure and offers play areas as an extension of the indoor environment.

People who run the setting maintain an effective and well organised service. They have an excellent vision and sense of purpose which sustains improvements and is shared with staff, parents, carers, and local community. People who run the setting value staff and provide effective support, they challenge everyone to do their best and set high expectations. They promote successful links within the community and develop positive partnerships with parents who are extremely happy with the care their children receive.

Well-being — Good

Children are good communicators and have a strong voice. They are confident in making their own decisions about what they want to do and where they want to play. Children are aware of the different choice of activities, so that they can confidently decide what they want to do. Some children enjoyed making shapes and characters with the playdough whilst others chose to dress their dolls. Children who chose to play alone on the mat were left to play and observed from afar.

Children feel safe and secure, they show excitement and thoroughly enjoy their play. They have a strong sense of belonging and they are forming positive attachments with each other and staff. Children are very confident expressing themselves because they receive lots of attention from staff who genuinely consider and respect their wants and needs. Some children play together whilst others play independently, and others engage with a member of staff in their play.

Children's behaviour is good and interactions between them are mostly positive. Older children sometimes push boundaries when they want toys or resources that other children are playing. They are beginning to understand the importance of sharing and waiting their turn. Children interact well with staff; they cooperate enthusiastically and listen to their requests. For example, the children went to wash their hands after playing in the sand tray as it was time for lunch.

Children are curious learners who are engaged in their play and learning for extended periods of time. They eagerly enjoy the wide range of real-life opportunities and experiences; confidently exploring the resources and using their imaginations. For example, a child enjoyed making cakes out of play dough whilst chatting to someone on the mobile phone which was held between their shoulder and chin.

Children have many opportunities to develop their independence skills, enabling them to do things for themselves. For example, children enjoy choosing where they want to sit at lunchtime and make attempts to put on their own coats and bags.

Care and Development — Good

Staff consistently implement the setting's policies and procedures and work effectively to keep children safe and healthy. Staff offer a range of healthy foods at snack time and encourage the children to explore different textures and tastes and praise their efforts. They respond warmly to children's requests when they want more or if they ask for an alternative. Staff have a thorough understanding of their responsibilities to protect children. They accurately record children's attendance and promptly fill in accident sheets, sharing the information with parents. Staff effectively organise consistent cleaning routines that reflect effective hygiene practices. They have appropriate infection control systems in place which successfully minimise the risk to children's health and safety.

Staff foster positive relationships with children through interacting with them in a warm, caring, and relaxed manner. Staff act as good role models; they genuinely listen and respect the children's views, telling them on many occasions "*I'm so proud of you*!" Staff are forming trusting relationships with the children and manage any disagreements successfully. For example, a member of staff gently encouraged children to be kind and work together when both wanted to do a jigsaw at the same time. Staff implement the behaviour management policy. They us positive reinforcement and consistently reassuring and praising the children, such as, "Well done!" "You are so helpful! High five!" and "That was so kind of you!"

Staff create a relaxed and friendly atmosphere in the setting where children can confidently play energetically or quietly. They know the children extremely well and are sensitive to the needs and experiences of each individual child. Staff are highly motivated and offer children effective support in their learning. Staff have robust procedures in place to support children with additional needs and promote their learning and development. They liaise with outside agencies to support children's language development and work alongside parents and carers to promote positive outcomes for children.

Environment Good

People who run the setting have effective measures in place to ensure everyone fully understands their responsibilities in relation to the safety and welfare of children. They ensure the environment is safe, secure, and well maintained indoors and outdoors. People who run the setting ensure they always lock the doors and children; visitors and staff are routinely signed in and out of the building. They complete detailed risk assessments that cover every aspect of the environment. People who run the setting ensure staff supervise children well. They understand the difference between acceptable and unacceptable risks for the ages, needs and abilities of children they are caring for. They complete regular fire drills and maintain detailed records to ensure that all staff and children can evacuate the building in the event of an emergency. People who run the setting complete daily checks of the premises and all maintenance checks for the building and appliances are up to date.

People who run the setting make good use of the available space; and provide learning spaces for children to explore as well as areas to rest or have quiet time. The outdoor space is fully enclosed, and children use this space throughout their time in the setting. People who run the setting care for children in an environment that meets their needs and enables them to be creative and explore confidently and independently. For example, children thoroughly enjoy playing in the sand and water area in the conservatory and making roads and tracks with cars and diggers.

People who run the setting create a stimulating play environment for the children with plenty of resources available to enhance their curiosity and interests. They ensure children can easily access a broad variety of resources and equipment to stimulate and interest them. For example, there are sensory resources for younger babies, selection of Welsh and English story books, small world play and craft areas. People who run the setting ensure the furniture and resources are suitable for the developmental needs of all the children.

Leadership and Management Good

People who run the setting have an innovative vision that they communicate successfully to their staff, creating a positive ethos. People who run the setting ensure staff have a good understanding of their roles and responsibilities and they embed the relevant policies and procedures within the setting. They all work extremely well together as a team and speak highly of each other. People who run the setting have an updated statement of purpose that accurately reflects the service and allows parents to make a fully informed decision about sending their child to the setting. They maintain excellent records in relation to children's contracts and their preferences and they have all the appropriate parental permissions in place.

People who run the setting recognise the importance of self-evaluation and plan effectively for improvement. They implement an effective system which informs their quality of care review. People who run the setting receive feedback from children, parents, staff, outside agencies and other professionals to inform their report. They implement a purposeful action plan to enhance their practice and the service. People who run the setting are extremely approachable and welcome any ideas or suggestions to improve their practice.

People who run the setting implement robust recruitment procedures to safeguard children and to ensure staff have the necessary qualifications and experience to provide high quality care. They have excellent systems in place to update checks in a timely manner. People who run the setting are enthusiastic and motivated, they set high expectations and inspire and lead staff well. They support staff effectively through regular, meaningful appraisals and supervisions that are integral to their practice. This means staff are confident, motivated, and energetic in their roles. People who run the setting deploy staff effectively to ensure they meet, and often exceed staffing ratios, and as a result fully meet children's individual needs.

People who run the setting have developed excellent partnerships with parents and carers, as well as other professionals and outside agencies. Parents said they are confident to approach staff for help and advice and recognise their children make excellent progress in their learning and development at the setting. They speak very highly of staff and leaders. People who run the setting develop meaningful relationships within the community through visits to a local care home, fundraising events and gatherings where extended families are invited.

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)
	No NMS Recommendations were identified at this inspection

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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