Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Dechrau Disglair

Dechrau Disglair Ltd
Station Road St. Clears
Carmarthen
SA33 4DF

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

22/06/2022

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About Dechrau Disglair

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Dechrau Disglair Ltd
Registered places	35
Language of the service	Both
Previous Care Inspectorate Wales inspection	27 November 2017
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

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

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

Summary

Children feel secure, happy, and comfortable at this nursery. Children very much enjoy their play and benefit from a good range of age appropriate play and learning activities to promote their development. They develop relationships with their peers and forge positive attachments with the staff.

Staff are kind, caring and responsive to children's needs. They give help and support to children as required. They plan activities and engage with the children in their chosen activities. They understand their roles and responsibilities in relation to children's wellbeing and safety, and generally have a good understanding and knowledge of the policies and procedures of the setting. They support children's play and learning well.

The environment is clean, tidy and well maintained. All areas are suitable for the needs of children who attend the nursery. There is sufficient space for children to explore and children benefit from a secure indoor area, as well as outdoor area. The resources provided are age appropriate and of good quality. Appropriate safety procedures are in place, as people who run the nursery understand their responsibility to ensure that safety checks are completed and reviewed.

Leadership and management at this nursery is effective. People who run the nursery are fully complaint with regulations and understand the importance of reviewing and monitoring the service constantly to plan for improvements. They ensure best outcomes for parents and children who use the nursery. There are effective record keeping systems to facilitate the smooth running of the service and very good links with parents.

Well-being Good

Children have a strong voice and make purposeful choices in their play. Children in the baby room explore their environment freely. Older children choose what they would like to do or join in with adult led activities, for example looking at a book. We saw children lead their play in the sensory room by choosing different sea creature models and naming them with the support of staff. Other children chose to jump off cubes and land on safety foam mats; giggling and smiling to one another. Children are confident communicators; they know staff will respond to them. During snack time, their requests for more food is actioned and when playing, children have the option to join in adult led activities or continue with what they are doing.

Children are happy and very settled. They behave well and are familiar with the routines of the nursery. They play and interact with each other in ways that are appropriate for their ages and stages of development. Younger children play contentedly alongside each other. All children make strong attachments with staff who care for them. Younger children enjoy playing on the soft play apparatus together. Children approach staff for support and comfort. We saw a number of occasions when this took place, for example during a session in the sensory room, a child sat next to a staff member.

Children are learning to consider the needs of others, share and take turns. They are beginning to play with other children in a co-operative way, and to respect their environment and toys. At lunchtime, they sit nicely together at the table and wait their turn. They share resources with others and are engaged in activities, for example whilst constructing a train track.

Children have some opportunities to learn new skills and do things for themselves. They are encouraged to follow their interests and choose toys and activities independently. At lunch and snack time children have opportunities to feed themselves and are encouraged to develop some independence skills as they access the sink to wash their hands and place the paper towel in the bin.

Care and Development — Good

Both the leader and person in charge work well with staff to keep children safe and healthy. Good safeguarding policies and procedures are in place. All staff spoken to are aware of their responsibilities and know what to do if they have any concerns about children or the adults in the nursery. There are systems in place for managing and recording accidents and incidents as well as any medication administered. All staff have a good understanding of their roles and responsibilities within the setting. They have a satisfactory knowledge of policies and procedures and maintain appropriate records in these areas. However, they do not always follow all policies and procedures stringently at all times, for example the nappy changing policy states that staff wash their hands following a nappy change; we did not observe this during all nappy changes.

Nearly all staff show an understanding of their responsibilities in relation to infection control, particularly in relation to the current pandemic. Staff follow appropriate hygiene procedures in relation to preparing and serving food. People who run the nursery ensure food is healthy with meals and snacks freshly prepared in the kitchen. There is an effective system in place to manage allergies and dietary preferences. Staff work together to ensure there is a consistent approach in relation to hygiene practices in the setting and we viewed frequent hand sanitisation using anti-bacterial gel.

Staff work well together to support and promote children's behaviour effectively. They are positive role models for children, treating their colleagues and children with respect and kindness. They give consistent praise and encouragement to the children, and this fosters a calm atmosphere in the nursery. Staff play with children to support their learning and development. There is an appropriate behaviour management policy and staff follow the strategies outlined in it so that practice is consistent, and children understand what is expected.

Staff interact warmly with children and engage with them in their chosen activities. An online system records and identifies children's progress and next steps. Children receive consistent care from an adult who knows them well. During activities, staff are understanding of children's individual needs and allow children the space to follow their interests and choose what they want to do. We saw good practice in all rooms, with staff attentive to the needs of children and supportive of their play.

Environment — Good

The environment is clean, purposely planned and welcoming. There are rooms for specific age groups which allow children to relax and play safely. The nursery is secure and locked and provides a very good level of safety. Children have the freedom to move around independently to explore indoor and outdoor spaces.

The people who run the nursery ensure that detailed fire drills, emergency procedures and risk assessments are in place, are practised and reviewed regularly, as well as ensuring that equipment and resources are all in good working order. The people who run the nursery and staff all understand their responsibilities in relation to the safety and welfare of children and ensure correct heating and ventilation depending on temperatures. During our visit, they had placed large air conditioning units in playrooms, in order to keep children comfortable and safe in the hot weather. We discussed the locations of these during the visit. The leader and person in charge took immediate action and these were moved to safer locations. Notices are on display in the kitchen area, which is only accessible to staff, to safeguard children with allergies or intolerances; the clear guidelines and notices ensure children's safety and wellbeing.

The people who run the nursery and staff ensure that the premises is well maintained and organised. The building contains a range of playrooms and areas for the age and stage of children's development. There is also a quiet sensory room which is accessible to all age groups and includes specially chosen resources for individual or small group activities and experiences.

Resources in playrooms offer a range of opportunities to stimulate children's curiosity and interest for example indoors, we saw low mirrors and lots of natural and wooden play resources and the outdoor area included a mud kitchen, herb garden and bug hotel. Resources are good quality and are at children's height, making them accessible to children according to their age and stage of development, promoting independence and creating opportunities for child led play. Other resources at the nursery include natural play materials as well as items which have been recycled. The outdoor provides areas for shade, physical play and opportunities for planting and growing. The people who run the nursery told us that they have plans to develop the outdoor area to include further sheltered play areas.

Leadership and Management — Excellent

The people who run the nursery have a strong vision and share this effectively with the staff and parents. They provide clear policies and procedures and an informative, colourful statement of purpose which reflects the setting's high standards. The people who run the nursery are knowledgeable and competent in their regulatory responsibilities and ensure that they meet the National Minimum Standards. They also ensure that the organisation and management of all documentation is exceptional with all regulatory documents in place, correct and current. For example, we saw that they regularly review and update their individualised policies and regulatory responsibilities and ensure that these are fully implemented in practice. All such documents are stored confidentially in an office on the first floor of the nursery, which also provides space for staff and parents to meet with leaders and staff. The people who run the nursery also ensure staff ratios to children are correct and that children are supervised very well.

The vision for developing and self-evaluating the service is continuous and purposeful and the people who run the service engage with parents successfully, auditing their views and making improvements when, or if areas for further development are identified. Staff told us they were very much supported in all aspects of their work. Regular and meaningful supervisions and annual appraisals take place, giving staff the opportunity to reflect and improve their practice. There is a strong culture of continuous professional development, where all staff attend mandatory training and complete numerous additional courses which benefit them professionally, as well as the development of children in their care. Some of these courses include awareness of sign language, children's mental health and in the moment planning. The team of staff are qualified and very experienced. We saw evidence of effective team working between staff and the people who run the nursery. This was evident as they discussed and explained the planning process in each of the playrooms.

The people who run the nursery effectively promote best practice relevant to children in their care and have an exceptional understanding of their responsibilities to promote the Welsh language. We saw examples of bilingual team planning and notices on display boards so that all parents can read these. We also observed staff converse effectively in Welsh with children from non-Welsh speaking homes. The people who run the nursery ensure that all communication and engagement systems with parents are innovative and fully inclusive. Parents told us they value the information shared on the App and that they are kept extremely well informed. They praised the people who run the setting and care staff, saying that their children are very happy at the setting.

Recommendations to meet with the National Minimum Standards

R1: Ensure all staff members follow policies and procedures.

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
15 (1) (c)	SOP does not comply with regulation	Achieved

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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