Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report for

Cwtsh y Clos Nursery

Danrallt
Carmarthen
SA32 8JX



Date Inspection Completed

09/12/2021

Welsh Government © Crown copyright 2021.
You may use and reuse the information featured in this publication (not including logos) free of charge, in any format or medium, under the terms of the Open Government License. You can view the Open Government Licence on the National Archives website, or you can write to the Information Policy Team, the National Archives, Kew, London, TW9 4DU, or email:psi@nationalarchives.gsi.gov.uk. You must reproduce our material accurately and not use it in a misleading context.

About Cwtsh y Clos Nursery

Type of care provided	Children's day care Full day care
Registered person	Celia Ann Davies Gwenllian Stephens
Maximum number of registered places	30
Language of the service	Welsh
Date of previous Care Inspectorate Wales inspection	13 January 2020
Is this a Flying Start service?	No
Does this service provide the Welsh-language Active Offer?	Yes. The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh-language and cultural needs of people who use, or may use, the service.

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

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

Summary

Children are extremely confident in their communication. They love expressing their enjoyment in what they do. Children are developing strong relationships with each other and the care staff. Children choose to participate in activities that result in a very good feeling and demonstrate excellent skills in independence.

Care staff understand and follow policies and procedures to promote healthy lifestyles, safety and personal well-being. Care staff encourage children to express themselves very well and interact very positively with the children. They plan and assess in detail in order to meet the educational needs and interests of the children.

People who run the nursery have very effective measures in place to ensure everyone understands their responsibilities in keeping children safe. The environment is in excellent condition indoors and outdoors. They provide a wide range of resources that motivate all ages and stages of development in order to nurture the child's developmental skills.

The people who run the nursery ensure they comply with all the relevant regulations and meet national standards. They have a strong vision for the future. There are excellent induction procedures in place for care staff. Partnerships are excellent.

Well-being Excellent

Children communicate very confidently and their needs are fully considered. They are confident in approaching care staff for assistance in cutting up their food if needed. Children make choices and decisions about what affects them. They choose their activities in the outdoor area and use their imagination to lead their play. For example, children confidently work together when searching for ice in the outdoor area using natural resources. Children voice their opinions confidently in meeting their personal needs, such as going to the toilet, and others take hold of the jug to pour their own milk. They feel comfortable and confident to tell care staff when they like or dislike specific vegetables on their plates and this is respected.

Children love expressing their enjoyment in what they are doing. They have a strong sense of belonging to the nursery. They are completely comfortable in moving from inside the nursery to the outdoor area. Children are seen to naturally put their arms out for a cuddle with the care staff after having their nappies changed. Young children express their enjoyment in choosing to play on the small cars and tractors outside. They build strong relationships with their peers. Children are heard discussing their families at the dining table and have enjoyable conversations and laugh aloud. During lunchtime, a young child was seen to be singing a song quietly to herself whilst waiting for her lunch whilst older children were heard chatting about what is on their jumpers. One child smiled to his friend and said, *"Look! This is a Massey Ferguson!"* Children smile when they are continuously praised by the care staff for dressing themselves, sharing buckets and spades outdoors, and cutting their food independently. Children are very familiar with the daily routines and they feel safe. Children listen carefully when walking along the lane to the farm and each child is shown that they must stop, look and listen when crossing the lane to enter the field towards the chickens.

Children are sensitive to the needs and feelings of others. They hug other children after they have been injured. Children show affection, kindness and compassion towards very young children, gently touching and smiling at them. Children and adults interact well together. This is seen when they are full of enthusiasm and motivation as they undertake tasks such as running around like deer in the outdoor area and when searching for insects. Children have freedom to safely explore their indoor and outdoor environment. They use real materials from nature, such as twigs, feathers and pieces of plants, to create nests in the sheltered part of the 'forest school'.

Children choose to take part in activities, resulting in a good feeling of achievement, and display self-respect in their work. Young children choose colours and colourful shapes to glue to their Christmas stockings. Older children in the nursery are very proud and smile when showing adults their own personal work. Children were keen to show care staff what

they are doing. When playing with ice in a bucket, they called to care staff, *“Look! … I'm making soup!”*

Children develop excellent independence skills by doing things for themselves. Many attempt to dress themselves independently in their coats, hats and wet weather clothes whilst others are happy to ask for assistance from care staff when needed. Many children successfully use a knife and fork when cutting their food. Almost every child in the older section of the nursery can butter their own toast and pour their milk with assistance if required. Children are creative and imaginative in leading their play in the outdoor area by choosing equipment such as buckets, twigs and stones to create an ingenious recipe with their friends. Children choose their books independently and return the books to the appropriate places without any adult intervention. Children use the toilet and wash their hands independently. Younger children choose jigsaws and pull themselves upright using tables and soft play apparatus.

Care and Development — Good

Care staff follow rigorous procedures to ensure health and safety. Nursery staff follow daily cleaning regimes and keep records. They wash their hands before assisting the children during meal times and ensure that every child has washed their hands before eating. However, they were not wearing personal protective equipment (PPE) when assisting the children at meal times. Nursery staff follow the policies and procedures for changing nappies, ensuring that surfaces are clean, use personal protective equipment (PPE), and wash their hands after each nappy change. Almost all staff in the nursery have the current paediatric first aid, food hygiene and safeguarding certificates. Nursery staff demonstrate considerable understanding of the policies and procedures for safeguarding children when discussing possible scenarios. However, some members of staff were unsure about liaising with external agencies. Sound and secure arrangements are in place for supervising children safely. Staff understand and implement safety procedures and safety checks are completed very carefully before children go out to the outdoor area. Staff are seen counting the children on their visit to the chicken coop and manage the children very well when walking beside the workers in the farmyard. Relevant accident, incident and medication records are kept and signed appropriately. Staff understand the children's allergies and intolerances and these are displayed in the nursery. There is an excellent provision of nutritious food and drink. Water, milk, vegetables and fish or meat and fruit are provided daily.

Care staff follow the behaviour management policy in its entirety and consistently implement positive behaviour management strategies. They stoop to the children's level when discussing issues such as sharing and discuss them quietly using strategies and other resources that distract the children to keep them happy and entertained. Nursery care staff praise the children for being polite and say, *“Well done!”* and staff were heard praising a child when they cut food, saying *“That's it! Well done, special!”* They set a good example and are good role models. They encourage children to say please and thank you when they receive food and resources. Nursery staff show sensitivity towards children when they fall. They interact positively and show warmth and kindness to the children. Staff were seen comforting a child and cuddling them after they had injured themselves. They listen attentively to the views of the child. For example, a child decided that they did not want sweet potato. Care staff encouraged the child to try but smiled and praised the child for doing their best.

Care staff fully promote the home language on a daily basis. They encourage children to express themselves well and ask them about their favourite play activity. They provide choices to the children when undertaking craft activities. For example, they give them a choice of colours and shapes to glue to their craftwork. Care staff have an excellent understanding and knowledge of the development and needs of the children. Care staff consistently use oral development and assessment programmes, and children from a very

young age use a high standard of spoken language as a result. Detailed planning and assessment is provided to meet the educational needs and interests of the children and individual targets are set for the development of individual children as a result. The interior and exterior areas of the nursery are carefully planned across all areas of learning based on the principles of the Foundation Phase. They celebrate and promote celebrations from around the world and celebrate important events in Wales too.

Environment — Excellent

People who run the nursery have very effective measures in place to ensure everyone understands their responsibilities in relation to the safety and well-being of children. The internal and external areas of the nursery are completely safe. Leaders monitor the CCTV systems and there is a security system in place on the external doors to prevent public access. General and comprehensive risk assessments are undertaken and documented and these are regularly reviewed and acted upon very effectively. Fire risk assessments and maintenance records are updated regularly.

The environment is in an excellent condition indoors and outdoors. The toilets and changing facilities are accessible and clean, providing the appropriate privacy and dignity to the children. The furniture and equipment are suitable for all ages and stages of development and there is plenty of room for children to socialise and move around effectively.

People running the nursery are extremely effective at organising the resources and toys. They provide stimulating resources for all ages and stages of development in order to promote and nurture personal and social skills, language skills and mathematical skills through sensory play, imaginative and creative play, small world activities, physical play and role play. A large number of books in Welsh and English are available for the children. The outside area is a substantial extension to the play and learning environment. They extend children’s knowledge and understanding by offering a wide and exciting range of resources and activities that stimulate the children's curiosity, interests and imagination. That is, they use the outdoor environment to take the children for walks to feed the chickens and see the sheep. Outside, there are high quality resources, including construction toys, climbing, exploring, music, a forest school, reading corner, water wall, and an area for cars and tractors. The children’s work is celebrated within the nursery with colourful and various displays based on seasonal themes and themes that promote language and literacy as well as eco-schools. There is an excellent number of resources and equipment that are labelled at child height to enable them to choose when playing freely. The people who run the nursery ensure that there are an excellent number of play and reading resources available that engage the children’s interest in wider society, and celebrate equality and cultural awareness.

Leadership and Management — Good

The people who run the nursery have an excellent vision for the future and they share it with others. They ensure the statement of purpose complies with all the relevant regulations and meets national standards. They are knowledgeable on their regulatory responsibilities. Leaders ensure that the required records are kept and correct. The people who run the nursery ensure that policies are in place and are constantly implemented. During the inspection, they added to the safeguarding policy to include the all-Wales Safeguarding Procedures. The people who run the nursery have rigorous arrangements for organising and sharing information with care staff, and, as a result, the staffing ratios and the needs of the children are fully met.

The people who run the nursery manage the staff effectively. They hold regular supervision and appraisal meetings. Leaders set high expectations for care staff and hold effective discussions about policies and procedures in staff meetings. Leaders also follow timely and robust recruitment processes to safeguard children. There are good induction procedures in place for volunteers and care staff. Staff feel part of a family at the nursery and they are happy to work with the people who run the nursery. Staff said that the leaders are supportive in every aspect of the lives of staff. The people who run the nursery are proactive in ensuring that they are aware of current best practice and meet the needs of the Welsh Government's food and nutrition guidance for childcare settings. Nursery staff have completed the mandatory training. They are aware of the Prevent Duty in relation to radicalisation and terrorist activity. The people who run the nursery have the latest training on the principles of additional learning needs (ALN) for practitioners in statutory roles. All staff members have a current Disclosure and Barring Service (DBS) check. People who run the nursery liaise with Care Inspectorate Wales (CIW) and other organisations in a timely manner. The people who run the nursery understand their role and responsibilities.

There is a dedicated self-evaluation and action plan that provides a resource for creating an action plan which is continually monitored and examined by the people who run the nursery. They gather and review the views of the nursery staff, the parents and children to create targets and make changes to the nursery.

The partnerships are exceptional. The parents of the children who use the nursery praise the service very much. They told us they are very happy with the nursery's managers and care staff, stating that the care and collaboration are excellent. Another parent said that the care staff are always caring and provide assistance and that the managers are fantastic. *"As parents, we have always been happy with the provision, which creates a maternal atmosphere that focuses on the outdoors and nature."* They feel that they are well-informed of any changes to the service. The nursery has received 'eco' awards and won a healthy eating award. They raise money for local charities. They have a good relationship with the

local school and wider community. The people who run the nursery take advantage of the opportunities to take the children to the nearby farm, library and local park.

Recommendations to meet with the National Minimum Standards

Manually add R1, R2 etc. and the wording required. These are not regulations, but national minimum standards.

R1. Encourage staff to use personal protective equipment (PPE) when assisting children at meal times.

R2. Ensure all care staff are aware of the most recent policies and procedures regarding safeguarding children.

Summary of Non-compliance	
Status	**What each means**
New	This non-compliance was identified at the inspection.
Reviewed	Compliance was reviewed at this inspection but 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 but 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 act by the target date, we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at the inspection	N/A
20 (1) (b)	Leaders have failed to comply following detailed supervision processes.	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. Where the provider has failed to make the necessary improvements, we will escalate the matter by issuing a Priority Action Notice.

Areas for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at the inspection	N/A
31 (2) (a)	The registered persons have not notified CIW and safeguarding in regard to a serious incident that happened at the nursery.	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.

Date published 04/02/2022