Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Little Acorns Day Care Nursery Ltd

Pyle Enterprise Centre
Village Farm Industrial Estate
Pyle
Bridgend
CF33 6BL



Date Inspection Completed

14/12/2022

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About Little Acorns Day Care Nursery Ltd

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Little Acorns Day Care Nursery Limited
Registered places	55
Language of the service	English
Previous Care Inspectorate Wales inspection	Manual Insert] 6 September 2018
Is this a Flying Start service?	Manual Insert] Yes
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

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, happy and enjoy their time at Little Acorns. They have a very strong sense of belonging and develop positive relationships and friendships. Children have an exciting variety of choices and make effective decisions about what they want to do.

Nearly all staff spoken to understand and implement policies and procedures to keep children safe. They are kind towards children, providing positive interactions to ensure children feel valued and happy. Staff are very good role models and meet children's needs successfully.

The environment is secure and maintained to a high standard. Effective safety measures ensure the setting is secure and children are safe. Children have access to a range of interesting, quality, and developmentally appropriate play and learning resources both indoors and out.

The people running the setting are very organised and manage the service well, they have a strong vision. They regularly review policies and procedures and ensure these are put into practice. People who run the setting have positive relationships with families and professionals. We, Care Inspectorate Wales (CIW), have made three recommendations at the end of the report.

Well-being Excellent

Children are motivated and confident communicators. They purposefully engage in verbal and non-verbal interactions and receive meaningful interactions in response. For example, when young children request toys out of their reach, staff meet their requests and engage with them in their play, discussing colours and shapes. Older children are curious and confidently approach us (CIW) to ask questions and chat. They have exciting opportunities to make choices. Children follow their own interests in activities they wish to engage with and decide where they would like to play.

Nearly all children are settled and cope well with separation. They have formed significant bonds of attachment with their friends and staff. Children receive support and reassurance when needed. For example, we saw children being given cuddles when tired and sitting on staff laps at their requests. Children express enthusiasm and enjoyment and we saw them smile, laugh, and positively engage with their friends and staff. Children have an exceptionally strong sense of belonging, forming positive relationships and are very familiar with routines.

Interactions between children and staff are purposeful, consistently good, and respectful. Children recount previous events and talk vibrantly about staff being on Santa's 'good list'. Younger children play happily with one another and are learning to cooperate and share. They confidently explore interactive and tactile materials when accessing the sensory area. Children engage enthusiastically in play and know one another very well. For example, children engaged imaginatively when role playing doctors, on multi-cultural dolls, each other, and staff. Older children follow rules and show respect for one another. They actively seek support from staff when rules are not followed. For example, when children do not share.

Children are enthusiastic and interested in their play and learning. They enjoy a range of interesting opportunities indoors and outdoors that promote their all-round development. Children have opportunities to follow their own instincts, ideas, and interests. We saw older children actively engage and take part in a physical story session, often pre-empting the next part before staff. They are inquisitive when exploring ice during outdoor play.

Children have a range of opportunities to develop their independence skills. They access the bathrooms and wash their hands and put on their own coats, with support when needed. Older children serve their own snack and choose when they wish to eat as rolling snack is in place. They pour their own drinks and are able to access water independently throughout the session. Children choose to engage in activities or take resources out to use independently. Younger children are encouraged to sit at low level chairs and tables when developmentally appropriate.

Care and Development Good

Nearly all staff spoken to as part of the inspection understand and implement policies and procedures to promote healthy lifestyles, personal safety, and wellbeing. They ensure accurate staff and children attendance records are maintained. Staff have a good understanding of their responsibilities to protect children, appropriately answering safeguarding scenarios. A healthy menu is in place and the service are hoping to work towards the Healthy Preschool Scheme in the future. They are aware of allergies and have systems in place to support dietary needs. Following the inspection visit, these were further developed to include signs, symptoms, and action to take in the event of reactions. Appropriate accident and incident records are in place and are signed by parents. Staff identify and actively manage risks. We saw staff making children aware of potential hazards and respond appropriately to them. Staff are aware of where children are in the service and position themselves appropriately when children have free flow, between indoors and outdoors. Staff implement robust cleaning, generally follow nappy changing practices appropriately and wear protective clothing when serving meals. However, there were inconsistencies with younger children and staff washing hands prior to mealtimes.

Staff understand the behaviour management policy and consistently implement positive strategies. They have strong relationships with children, offering encouragement and praise. We heard staff regularly saying, "*good choices*", *"Da iawn*" and '*well done'*. They remind children to use manners such as, *'Diolch'* and '*Thank you'*. Staff genuinely listen and respect children's views. We saw children pursue their play whilst others took part in an adult led story session. Older children continued to play outside whilst others were able to initiate play inside. Interactions consistently demonstrate warmth and kindness as staff lower to children's levels to interact and engage with them with positivity. They are motivated and animated in their interactions with children. We saw staff stimulating children's learning, asking open ended questions, and developing their knowledge when looking at ice in the outdoor environment. Staff know children very well and have extensive knowledge of their needs. We saw staff interacting with children using their preferred home language and support children with individual needs effectively.

All staff are committed to providing a varied range of interesting play and learning opportunities. The setting has recently began implementing aspects of the curiosity approach, child led play and the curriculum for Wales. They are beginning to reflect on children's experiences and are developing a way of recording this. A system is in place, where staff record observations and children's development, and make these readily available for parents via an online app. Staff support and provide for children with individual needs, working in partnership with parents and multi-agency support as needed. Staff competently promote incidental Welsh throughout the day.

Environment — Excellent

People who run the setting have comprehensive policies in place and ensure that the environment is suitably safe, secure, and well maintained. Some areas of the setting have recently undergone refurbishment. The setting's main door is secure, with a key code and a doorbell in place. The people who run the setting complete effective and accurate risk assessments, which are regularly reviewed, and staff identify hazards which are swiftly addressed. Regular fire drills are completed. Staff competently organise cleaning routines that reflect excellent hygiene practices.

People who run the setting ensure a spacious indoor and small enclosed outdoor play space for children to move freely. They ensure the environment meets most of the children's needs and enables them to reach their full potential. Inside, there is a natural and calming atmosphere, with an extensive range of equipment suitable for all ages of children accessing the setting. The outdoor play space is used frequently as an extension of the indoor learning environment. Free flow is encouraged between indoors and outdoors. The outside area is small but allows for a range of resources and play equipment. For example, role play area, mud kitchen and access to ride-on/sit on toys. The people who run the setting confirmed children regularly take part in walks and trips to local woods and other areas of interest. They are currently in the process of working in partnership with outside agencies to develop local green space which will provide special access to the children.

People who run the setting provide a wide range of excellent quality resources providing children with a stimulating variety and choice. They provide interesting, diverse resources for all ages and stages of development. For example, through block play, sensory activities, small world, and real-life role-play activities. Children can access toys and resources easily, as they are stored at low level or within their reach. Older children are provided with suitable chairs and tables which are available in their specific room. The kitchen area is being re-developed during the Christmas break, to provide children with space to access kitchen facilities at low level to support in preparation of food and snacks.

Leadership and Management — Good

The setting has an enthusiastic and effective Responsible Individual and designated People in Charge who are committed to ongoing improvements and work hard to lead the team. They regularly review policies and procedures and ensure these are put into practice. All the required records are accurately kept and maintained. During the inspection, building maintenance documents were not available on the premises, due to the building being a rented property. Prompt action was taken to ensure these documents were provided to CIW. People who run the setting engage very well with CIW. Following the inspection visit, an updated Statement of Purpose has been received.

People who run the setting have procedures in place for self-evaluation of the service. A quality of care report has been undertaken for the year 2021 – 2022, although it does not include the views of children or parents. The people who run the setting have confirmed they are developing a new system to evaluate their setting and intend to include this in the future. They are proactive in seeking a variety of funding and support to provide a good service to the staff, children, and parents/carers.

People who run the setting implement safe recruitment procedures to safeguard children. A thorough induction policy is in place and completed for staff at the setting. Staff well-being is a priority and they told us they feel well supported and can speak to the management at any time. People who run the setting carry out regular supervisions and annual appraisals. A training matrix is in place, which is regularly reviewed. Staff receive regular training and keep up to date with new initiatives to further their professional development.

People who run the setting have extremely positive relationships with parents and carers. A handover is provided on collection, with verbal information shared about their child's time in the setting, followed by information via the use of the online app or text messages if needed. The people who run the setting support parental well-being and provide parents with a well-being basket at the entry to the service. 'Well-being and yoga' sessions were recently provided to families at the weekends, which were well attended. There are extremely positive relationships with a range of professionals, including the local authority, childcare providers, and health professionals.

Recommendations to meet with the National Minimum Standards

R1. Ensure hygiene and nappy changing practices are consistently followed across the service, including at mealtimes

R2. Ensure all documentation is readily available on site

R3. Ensure children and parental voice is included within the quality of care report

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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