Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Happy Stars Day Nursery

84 Margam Road
Port Talbot
SA13 2BW



Date Inspection Completed

09/11/2023

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About Happy Stars Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Person	Laura Davies
Registered places	17
Language of the service	English
Previous Care Inspectorate Wales inspection	13 April 2023
Is this a Flying Start service?	Yes
Does this service promote Welsh language and culture?	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	**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's well being is good as they can express themselves and their needs confidently and know they will be responded to appropriately. They are happy and settled as they form positive relationships with staff and meaningful friendships with other children. They are respectful, learning to share and cooperate with others. Children enjoy their experiences and have opportunities to develop a range of skills through their play.

Staff implement effective policies and procedures to keep children safe. A healthy lifestyle is promoted by staff through the food and drink offered and ensuring children have regular access to outdoors for fresh air and exercise. Staff manage interactions well and are good role models. Free choice is promoted and appropriate activities are planned to support children's learning and development.

People who run the setting ensure it is safe and secure. Risk assessments and daily checks are completed sufficiently. The environment is child friendly and provides stimulating and inviting areas for children to play and learn indoors and outside. Resources and equipment are suitable for children and encourage them to develop a range of skills and have a variety of different experiences.

People who run the setting manage it well and are committed to providing the best care possible. They regularly review the setting and make improvements that have a positive impact on the children. People who run the setting have a good team of staff who work well together to ensure children are supervised effectively and have a range of experiences and opportunities. Good relationships are developed with parents so information can be shared appropriately and regularly.

Well-being Good

Children have a voice and consistently good opportunities to make choices about their play and learning and what they want to do. For example, some children chose to complete craft activities, whilst others chose to play with floor play activities. Children are happy and content. They express themselves confidently and know they will be listened to. For example, a baby's body language suggested they were excited and ready for lunch and staff immediately responded, helping them feel relaxed. Children move freely around the room accessing activities that interest them.

Children are developing close friendships. They join in with activities and greet each other with smiles and hugs. Children are comfortable, settled and fond of the staff. They are familiar with the routines and the environment. For example, when the staff explained it was time for snacks, most of the children lined up to wash their hands and found a seat at the table.

Children learn how to play together, share, and make friends. Interactions are good; children arrive happily, and they co-operate well. They thoroughly enjoy engaging in a messy play activity with each other and staff. Children confidently spoke to us, asking for help or telling us about their play. They learn how to manage their behaviour and when there are minor disputes about wanting the same resources, they respond well when reminded to share and take turns.

Children are motivated and engaged in their play and learning. For example, they respond enthusiastically when they were able to choose paint and help squeeze it into the tray before starting their painting activity. Children are animated in their play, participating in directed and self-directed activities for appropriate periods of time. For example, children work together and persevere to build a high wooden tower, they squeal and giggle when the tower falls over. They enjoy interesting and stimulating opportunities, moving independently between tasks to the different areas within the room. Children take part in activities confidently and feel a sense of achievement. They are excited to talk about what they have been doing. For example, they told us what they had painted and showed us their art work on display.

Children enjoy a good variety of purposeful activities as well as the resources on offer, which are suitable for their age and stage of development. They have good opportunities to develop their independence skills; enabling them to do things for themselves successfully. For example, children enjoy serving themselves at snack time, pouring their own drink and using the tongs to select fruit. They can wash their hands independently and put their coats on with support if needed. Children make good progress and are confident to try things for themselves.

Care and Development Good

Overall, staff effectively keep children safe and healthy. They confidently responded to safeguarding scenarios and know what to do if they had any child protection concerns. Staff carry out regular cleaning and follow relatively good hygiene procedures. However, staff, on occasions, did not wash or sanitise their hands after wiping children's noses and did not always encourage children to cover their mouths when coughing. Staff promote healthy eating and prepare snacks in line with best practice guidance. They work effectively to keep children safe; frequently moving around the various areas interacting with children or supporting them. Staff keep clear records relating to accidents and incidents. However, staff did not encourage children to tidy up after play, which could cause potential trip and slip hazards. There are thorough systems in place to record the safe administration of prescribed medication.

Staff have appropriate expectations of children; they understand the behaviour policy and consistently implement positive behaviour management strategies. Staff regularly praise children and reinforce positive behaviour, for example, "*Well done, good job and good listening*." They are consistently responsive, listening and respecting children's views. Interactions are positive, demonstrating warmth and kindness. Staff show a genuine interest in the children's requests and discussions, and they are positive role models to the children. For example, they sit with the children at mealtimes, to support their social skills.

Staff support children's learning and development effectively. They are continuing to use and promote free choice and child led learning well. Staff make purposeful observations of children during activities to help them develop; they are committed to providing a wide range of play and learning activities and consider ways to implement the new curriculum. Staff provide appropriate support for children with additional needs, including emotional and behavioural difficulties. They use language that is appropriate for each child's individual needs and stage of development. They support their language skills including the use of some basic Welsh language.

Environment — Good

The environment is generally clean, safe and secure with staff implementing appropriate policies and procedures. There is enough room for children to play and learn with free flow opportunities between the indoor and outdoor space. They effectively complete consistent cleaning routines that reflect good hygiene practices. The external doors are kept locked at all times and children, visitors and staff are routinely signed in and out. Staff complete daily checks of the premises and most maintenance checks for the building are up to date. However, the portable appliance test (PAT) had not been completed. Following the inspection, the provider confirmed that a date had been arranged for the testing. There are a range of risk assessments in place ensuring staff know how to keep children safe. However, people who run the setting have not dated some risk assessments for review purposes and some risk assessments have not been updated to include newly identified hazards or there removal. For example, the external wooden gate and kitchen door do not close properly and the garden risk assessment does not reflect the current risks. Following the inspection, the provider supplied updated risk assessments highlighting the temporary measures in place to reduce risks in relation to the wooden gate and kitchen door until they are resolved. Fire drills are practised regularly and recorded to ensure all staff and children can evacuate the building in the event of an emergency.

The environment is warm and welcoming, and suitable to meet children's needs. People who run the setting ensure the environment has good indoor play space for children to move freely and explore. They ensure the environment meets children's needs and helps them to build their confidence. For example, there is a designated space available when a child appears tired and a member of staff suggests they rest in the quiet area with a blanket. People who run the setting extend children's knowledge and development by offering a good range of resources and interesting spaces which challenge and consistently stimulate their curiosity and interest. The outside, enclosed area provides sufficient space for children to experience a variety of outdoor play experiences.

People who run the setting ensure separate areas within the playrooms allow children to choose whether they want quiet time, table top activities or role play opportunities. They ensure children can access a good variety of suitable and age appropriate resources and equipment, to include some natural and authentic resources. There is suitable furniture for children to sit at ease to undertake tabletop activities and eat their snacks. The toilets are child sized and support children to develop their independence skills. People who run the setting provide a variety of activities to promote children's curiosity about the wider society and various cultures.

Leadership and Management — Good

People who run the setting are dedicated and committed to improving and providing a good-quality service. They maintain and share an up-to-date statement of purpose that provides parents with information on how the setting runs, allowing them to make an informed decision about its suitability for their child. People who run the setting regularly review their policies and procedures and ensure staff implement them well. They ensure they collect, record and monitor the required records. We looked at a sample of records including registers, children's records and accident forms which were all well maintained.

People who run the setting have an effective self-evaluation system in place to help them plan how they will improve their service. This includes using the feedback from staff, parents and children to review the quality of their care. People who run the setting have developed a written report which highlights strengths and areas of improvement. For example, installing a new toilet and obtaining a height adjustable sand water tray, a garden water station and replacing plastic toys/resources with authentic ones.

People who run the setting follow a safe recruitment process to safeguard children. They have good systems in place to update staff suitability checks as required. Regular, meaningful supervision and yearly appraisals with staff are essential to their practice and drive improvement. The key worker system enables children to settle with familiar staff who understand their individual needs. Staff said they feel well supported by management and they are happy in their work. Staff hold relevant qualifications and nearly all hold up to date certificates for safeguarding, food hygiene and first aid. People who run the setting ensure they maintain staff ratios. People who run the setting ensure they engage with Care Inspectorate Wales (CIW) and other regulators when necessary.

People who run the setting ensure all communication with parents is valuable to promote positive outcomes for children. They collect sufficient information about each child's preferences and individual needs before they start. They keep parents well informed by messaging via an app and giving verbal feedback to parents at the end of their child's session. People who run the setting have positive links with a range of professionals and the local community that helps them to provide supportive care.

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)
Standard 7 - Opportunities for play and learning	Ensure that children are encouraged to respect recourses and take part in tidy up time.
Standard 24 - Safety	Ensure all electrical appliances are checked by an approved technician.
Standard 10 - Healthcare	Ensure staff wash or sanitise their hands after wiping children's noses and promote good hygiene by encouraging children to cover their mouths when coughing.
Standard 24 - Safety	Ensure that risk assessments are reviewed and updated when there are any changes to the premises.

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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