Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Jac-y-Do Nursery

Manor Road
Ammanford
SA18 3AP



Date inspection completed

18/10/2021

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About Jac-y-Do Nursery

Type of care provided	Children's day care Full day care
Registered provider	Jac-y-Do Nursery
Maximum number of registered places	70
Language of the service	Both
Date of previous Care Inspectorate Wales inspection	23 May 2018
Is this a Flying Start service?	No
Does this service provide the Welsh-language Active Offer?	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.

Summary

Children are extremely happy and feel very confident in their play and learning environment. They settle in very quickly and feel very safe in their environment.

There is a very close relationship between the care staff and the children. They know the children very well and respect their wishes and their likes and dislikes. Care staff praise children by enthusiastically and sincerely celebrating their efforts.

The nursery is located in a purpose-built building which is safe and suitable for the purpose. The people who run the nursery ensure that good resources are available and that risk assessments are in place. Despite that, there is room to expand slightly on the risk assessments. They have invested in the outside areas, and the site now includes a suitable park.

The people who run the nursery have a strong vision and they manage the nursery very effectively. They are extremely well organised and complete their work to an excellent standard. They work and communicate extremely closely with parents and guardians to meet the children's needs with great success by responding positively to their medical, emotional, social and developmental needs. They are very proactive and act promptly, placing the children's welfare at the centre of all decisions.

Well-being

Almost every child is extremely happy and feels confident in the play and learning environment. They settle in quickly and feel extremely safe in their environment. For example, the children who have just started are smiling nicely whilst eating food without any trouble. They have a sense of belonging by developing close relationships, and they are very familiar with the daily routines. Children cope well with being apart from their parents and consistent transition periods are effective and a way of recognising and supporting the children's needs. They have developed very good relationships with care staff and have formed strong bonds. For example, children hug care staff and smile nicely whilst talking to them.

They are inquisitive, excited learners. Almost every child contributes to their activities very well, and very enthusiastically. For example, whilst stirring leaves in a dish imagining that they are making soup, children responded very imaginatively by saying they needed to blow the soup before eating it as it is too hot. Whilst doing so, they sing ‘round and round, round and round’ as they stir the imaginary soup. Children are energetic, express enthusiasm, and thoroughly enjoy their play. For example, the older children enjoy playing in the beauty parlour, brushing the dolls' hair, putting clips in the hair, and drying the hair using the hair dryer.

Children have good opportunities to make choices and decisions about what affects them. They have a strong voice in the planning as well, and the children's views and interests are valued. For example, before changing the fortnightly menu, the children can express their opinion on a draft menu over a period of a fortnight before it is introduced. That menu is adapted to the taste of the children who attend if required. Children have lots of opportunities to start their own play and have an influence on their tasks and activities as there is a good balance between child-led activities and adult-led activities.

Almost every child develops their independent skills well. The older children in the babies unit independently choose books and approach the care staff to ask to listen to a story and they point to pictures and name items in the books. They are polite and say ‘please’ and ‘thank you’ when staff remind them. Almost every child develops good physical skills, for example, whilst riding bikes around the park and climbing the frame. Almost every child ensures that they wash their hands with soap and dries them independently. They eat food independently and they are skilful at a young age. The older children have the opportunity to decide which activities they want to do by choosing activity cards.

Care and Development

Care staff interact well with the children and show affection and kindness. Care staff are sensitive to the needs and experiences of individual children. They know the children exceptionally well and respect their wishes and their preferences. For example, they respond sensitively to children who decide not to engage in certain tasks by letting them choose their own activities. They also use the information that is in the registration forms and the additional information that parents give verbally in order to make a one-page profile.

Care staff ensure that children are safe. They follow very rigorous procedures, and they successfully use their knowledge from the relevant training to ensure the health and safety of children. Every member of staff has completed a first aid course and a safeguarding course within the last three years. The staff have a good understanding of dealing with accidents and they record them thoroughly and inform parents. Good arrangements are in place for safeguarding children and almost every member of care staff has a very strong understanding of child protection procedures, and they are fully aware of their responsibilities. Care staff implement strong cleaning and hygiene practices. They also ensure that they complete risk assessments very regularly during the day in order to keep children safe. As part of that, they warn children of dangers. For example, before letting children play on the equipment in the outside area after it rains, care staff remind children to be careful. They also discuss the need to dry the equipment with a cloth before using it. The care staff and the people who run the nursery regularly hold fire drills, but the process does not always ensure that all children have the chance to regularly practise a fire drill.

The majority of the care staff understand the behaviour management policy. Staff collectively manage behaviour well even though not all care staff instinctively use positive strategies. Almost every member of care staff is sensitive to the needs and experiences of individual children. Needs are identified at an early stage, and they share information very effectively with parents about children's progress and needs. There are very effective systems in place for planning and they thoroughly plan for the needs of children and create individual plans when required. Almost every member of care staff tracks the children's progress and uses information and observations to plan for the next steps in the children's play and learning. Parents say without exception that they very effectively receive information from the nursery about their children's progress.

Care staff praise the support they receive from the people who run the nursery and they are very happy in their job.

Environment

The nursery is welcoming, and the building is very well maintained. The people who run the nursery ensure that a cleaning rota is in place and that everyone thoroughly cleans by following the rota. They also ensure that the lift, the boiler and the electrical equipment are regularly checked by professionals. There is a coronavirus risk assessment in place to ensure that everyone is safe. Leaders organise regular cleaning procedures that reflect good hygiene practices. The staff follow the procedures well and understand the requirements. By observing the care staff and through discussions with them, it is clear that they have a strong understanding of infection management in order to reduce risks to the health and safety of children. They implement the nursery's policies and procedures very well. For examples, the flannels are used for one child and are washed at 60 degrees after using them once. They use different bedding for every child.

The nursery is very safe. There are CCTV cameras around the building and walkie-talkies are used to ensure that the people running the nursery communicate messages quickly to care staff in the rooms, especially when parents come to collect children. This improves the experience for parents when they come to collect their children. There is a key code on the doors and there is a gate on the stairs and in rooms upstairs. The people who run the nursery carry out general risk assessments and fire risk assessments, and they review these and act upon them. Despite that, there is room to further improve them from an activities perspective.

The people who run the nursery organise the environment well so that it offers a variety of areas that provide suitable play opportunities for all age ranges. For example, it includes reading areas, role play areas, and a specific corner for circle time.

The people who run the nursery ensure that the outdoor area is used as often as possible. They have developed the outdoor area and have invested in standard resources, for example, a brand-new park, including a climbing frame, a roundabout and a track for cars. The outside area offers good opportunities to develop gross motor skills. The people who run the nursery ensure that the outside environment also includes an indoor play area and there is a specific outside area for babies. They ensure the environment meets the majority of the children's needs.

Leadership and Management

The people who run the nursery have an extremely strong vision for the service and they share it very clearly and effectively with others. The strong leadership has a very positive influence on the work of the nursery. They are very organised and thorough. For example, they have an effective filing system, and they successfully use technology in order to ensure that all the information they need is at their fingertips. The people who run the nursery ensure they comply with the regulations and constantly exceed the National Minimum Standards.

There is a statement of purpose and a detailed welcome pack in place that conform with the regulations and National Minimum Standards. They outline the service offered very effectively. The people who run the nursery lead by example and they are very visible in the nursery. Speaking to parents, they confirmed that the information they receive is consistent and comprehensive. The people who run the nursery review and update their policies regularly and they ensure that staff are aware of any changes and act upon them. During the inspection, the people who run the nursery made a few changes to the behaviour policy, the safeguarding policy, and the health and safety policy.

The people who run the nursery set high expectations, and they inspire and lead the care staff very effectively. They ensure that all checks have been undertaken before staff start and they undertake observations of the staff in their rooms working and offer feedback and set targets. They also meet small groups of the care staff in turn to discuss the nursery's priorities. Despite that, the process of supervising staff is currently not completely robust. By working closely with care staff, they succeed to ensure that children's needs are identified early on. If required, they make suitable arrangements to contact stakeholders in a very timely manner, putting the child's needs first at all times.

The people who run the nursery respond to the staff's training needs very effectively. There are opportunities for staff to attend beneficial training, which has a positive impact on their work. The people who run the nursery also complete training themselves so that they are fully aware of current developments in the sector. During the pandemic, every member of care staff, as well as the responsible individual and the persons in charge, have had opportunities to complete online training. They have also completed online training about the Additional Learning Needs Act.

The people who run the nursery monitor the service effectively throughout the year and are very proactive at looking for areas to improve. They hold a quality of care review annually and write a detailed and reflective report on the quality of care. Parents and staff express their opinion on the service and that opinion feeds the review and the report is shared with parents and staff. They also scrutinise parents' feedback very carefully and act upon it if needed. They have an exceptional understanding of their responsibilities to promote the

Welsh language. They fully achieve the obligations of the Active Offer of the Welsh language.

Leaders ensure that all the systems for communicating and engaging with parents are completely comprehensive. They give exceptionally good information to parents and therefore the partnerships with parents are extremely strong. By speaking with parents, we received further evidence of all the special work that occurs in terms of clearly communicating with them. The parents we spoke to praised the service to the fullest. The people who run the nursery also effectively communicate with partners, such as the health visitor, by always putting the children's well-being first.

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. Further expand the risk assessments.

R2. Further develop the process of staff supervision.

R3. Actively embed the positive behaviour strategies fully.

Summary of Non-compliance	
Status	**What each means**
New	This non-compliance was identified at this 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 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 action 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 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.

Areas for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

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