Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cupcakes 'n' Dinosaurs Private Day Care Nursery

Imperial House
New Road
New Inn
Pontypool
NP4 0TL



Date Inspection Completed

07/07/2023

About Cupcakes 'n' Dinosaurs Private Day Care Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Cupcakes 'n' Dinosaurs, New Inn Limited
Registered places	75
Language of the service	English
Previous Care Inspectorate Wales inspection	Manual Insert] 26 July 2018
Is this a Flying Start service?	Manual Insert]No
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

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

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

Summary

Children thrive at the nursery and thoroughly enjoy attending. They have excellent opportunities to make choices throughout the day and exceptional emphasis is given to promoting children's emotional well-being. Children have lots of fun and are developing strong friendships and attachments with their friends and familiar staff. Children develop independence during activities, daily routines and in their personal care extremely well. They participate in a wealth of stimulating activities that nurture their development and learning effectively. Children have frequent opportunities to develop their Welsh language skills.

Safeguarding underpins all aspects of the service to keep children safe and healthy. In the main, staff have good understanding of safeguarding and their roles to protect children. They supervise the children closely and manage their interactions positively. Staff nurture and respond to children's individual needs effectively and overall, staff interact and foster children's learning successfully. They closely monitor children's progress and development and most daily routines enhance children's experiences.

The provider has invested well to enhance the indoor facilities and ensures there is a wealth of good quality toys and resources to encourage children's curiosity and learning. The outdoor classroom is used really well and outdoor play equipment is suitable and generally well presented.

Leadership and management is good. The provider is passionate and highly committed to providing a quality service for children and their families. There have been significant changes to management and staff over the last four years. However, the current staff team are settled, motivated and thoroughly enjoy their job. The provider supports and nurtures staff's development and well-being effectively. Partnership with parents, other agencies and the local community is outstanding.

Well-being Excellent

Children have excellent opportunities to express themselves and make choices throughout the day. They choose what they want for breakfast and select activities on the tables or other resources to play with. Older children and those in preschool have an excellent say in what themes are covered and activities planned for each topic. They contribute their opinions and ideas, which are then displayed on a large planning sheet on the wall. Children then play a key role in evaluating the activities. Older children confidently express their needs and feel empowered that they can affect change in the after school and holiday club. They regularly talk to staff, post their ideas in the suggestion box and complete questionnaires.

Children are very confident and flourish at the nursery. Outstanding emphasis is given to promoting children's emotional well-being, to help them recognise, explore and manage feelings, and learn calm, breathing techniques. They participate in regular yoga, massage and meditation sessions, as well as weekly 'worry monsters,' 'wish wands' activities and mindful music and story times. Children take comfort from cuddling and caring for the nursery rabbit and older children are excited about the imminent arrival of their pet. Children have built excellent relationships with staff and have made strong friendships in the rooms.

Children are very resilient, self-disciplined and cope extremely well with transitions throughout the day, when moving to the next age group or going off to school. They develop excellent self-esteem and confidence. Children's faces light up when staff select them as one of the 'Helpwr Heddiw's' and wear their special aprons with pride. They carry out various tasks throughout the day. For example, working with the chef to prepare morning snack, giving out crockery, serving food to their friends, watering the plants and feeding the pets. All children are very confident about the rules and routines, are very polite and show great respect for their friends and all the resources. Older children agree the rules as a group, write them out and display them on the wall for them to view at any time.

Children thoroughly enjoy their time at nursery and at times find it hard to contain their excitement. There are lots of excited 'wow's' every time children walk pass the butterfly net. Totally engrossed, they eagerly watch and wait for the remaining butterfly to hatch and are highly animated when talking about how the delicate butterfly wings help them to fly. Preschool children thoroughly enjoy circle time in the outdoor classroom, talking about wildlife, frogs, dragonflies and other pond life. All the children are motivated and eager to participate, asking questions as well as responding to staff throughout.

Children flourish in their learning and development and show an excellent level of independence. Children serve their own breakfast. They help peel oranges, cut up fruit, butter their own toast and use peas they have grown to make dips. They show great skill in using the large apparatus outside and confidently reassure staff that they know how to keep

themselves safe. Children have fun exploring the playdough, using their imagination successfully as they prod, squeeze and use various tools to make their creations. Children enjoy a wealth of learning opportunities and new experiences. For example, a workshop to learn about pollinators, informative recycling activities and an interactive animal workshop. All children have excellent opportunities to learn and develop their Welsh language skills every day. As a result, children confidently sing songs and frequently use Welsh during circle time activities and daily routines.

Care and Development Good

There are good systems in place to safeguard and protect children. Staff supervise the children closely throughout the day and thorough arrival and collection practices are in place. Parents provide passwords, photographs of persons who can collect their children and introduce them all to staff. Many staff have good knowledge of safeguarding and are fully aware of their responsibilities to report any child welfare concerns. The provider keeps detailed safeguarding logs and has excellent links with the local safeguarding board. There are many opportunities that help children learn to keep themselves safe. Most children know to push their chairs under the table and understand why, "*Because someone could trip over*." Children learn about the importance of wearing helmets through fun, practical activities using eggs and mini helmets with local road safety officers. Older children also learn about online safety with Gwent Police.

The management and staff team place excellent emphasis on meeting children's individual health needs. Staff follow tailored risk assessments and detailed guidance and health care plans rigorously. The chef provides a healthy, nutritious menu and uses produce the children have grown, such as carrots, within the meals. The chef carries out cooking sessions with the children and talks to them daily to get their feedback. The nursery has achieved the Healthy Preschools Gold Standard Healthy Snack Award and is currently undertaking the Mental and Emotional Health, Wellbeing and Relationship accreditation. Children have many opportunities throughout the day to be active and take home 'Ali Alligator' and his toothbrush to encourage good oral health.

Staff care for children in a very kind, patient and positive way. They act as good role models, interacting considerately with each other and the children. They manage children's behaviour well, using positive language, enthusiastic praise and lots of high fives. We saw staff frequently praise children's achievements and their use of good manners throughout the day. This enhances children's self-esteem and well-being effectively.

Staff know the children well, nurture their learning successfully and support each child to learn at their own pace. This is enabling children to flourish and reach their full potential. At the start of each topic staff actively encourage children to share what they want to learn and how they would like to learn it. Staff respond well to children's curiosity and interest within each topic and ensure activities are flexible and evolve in line with children's responses. This is working well to engage the children and cater for their different learning styles. However, there are lots of circle times and story times throughout the day where children are having to sit. Overall, staff question children well and introduce lots of new topic related language, such as savannah and deforestation. Good quality planning and practical activities, based on the new curriculum, skilfully introduces children to new learning opportunities. For example, the importance of recycling and environmental factors that affect animal habitats.

Environment — Good

The management and staff team ensure the premises are safe, clean and well maintained. Staff monitor both entrances to the nursery carefully. They take responsibility for cleaning, setting up and packing away different areas and undertaking safety checks across the nursery each day. Children with severe allergies have a dedicated, sterile bathroom, minimising any risk of cross contamination. The provider has comprehensive risk assessments in place, many of which have been praised and used by Environmental Health as an example for other nurseries. The provider ensures that all necessary records, insurances and policies are in place and updates them annually. Management and staff transport children safely and implement the procedures well.

The whole staff team work hard to provide welcoming and inviting playrooms for the children. Children use the low level cookery area, within the nursery kitchen, daily to actively encourage their skills and independence. There have been significant changes to some rooms since the last inspection. Staff use the new multi-function room for yoga, indoor physical play and visiting professionals. Older children thoroughly enjoy the cinema room with real cinema chairs and a popcorn machine. There is an excellent sensory room for children to explore, be creative and have a calm, relaxing space when needed. The large, covered outdoor classroom and hard standing surfaces, allow children to access outdoors all year round. Children's artwork, birthday boards and photographs decorate the walls throughout the nursery and out of school. This celebrates children's achievements and helps them to feel a valued member of the nursery.

Children benefit from good quality equipment throughout the nursery. The preschool and toddler areas are extremely well resourced. This enables children to access all aspects of the curriculum and nurture their creativity and learning effectively. Some sand, a few allotment boxes and mud kitchen outside are generally well presented. During each topic staff use electronic devices and equipment, such as online books and power points successfully to enrich children's learning experiences. These all have appropriate security measures in place and staff monitor their use carefully. Children are safe when sleeping. They move from a cot, to a transition bed with mattress and low sides, then to sleep mats on the floor. Staff remain in the sleep room, closely monitoring and supporting the children.

Leadership and Management — Good

The provider and management team are highly committed and motivated to provide quality childcare for children and their families. The provider is well organised and very supportive of the team and communicates her vision with passion and enthusiasm. The provider ensures all the required records and documents are in place to support the smooth running of the nursery. Detailed policies and procedures clearly outline practices, which staff understand and implement effectively. A statement of purpose is in place and includes some useful information about the care provided at the nursery. Following our visit, the provider did make some amendments to the statement of purpose.

The provider has effective and inclusive systems in place to review practice and assess the quality of care. Parents share their views through annual questionnaires and the provider liaises closely with staff to get their feedback to help inform the annual review. Older children confidently share their views and staff routinely speak with younger children about what they like. The provider is very reflective and continually looks at ways to further enhance practices and children's experiences.

The provider has thorough recruitment procedures in place. All applicants attend an interview to assess their fitness for the role, then plan and deliver an activity with the children. Necessary security checks are completed on all staff to confirm their suitability. Discussions and staff records show that induction of new staff is detailed. Consequently, all staff have good knowledge and understanding of many of the nursery's key policies and procedures. Although there has been a very high turnover of staff since the last inspection, all staff are highly committed and told us they really 'love' their job. The provider has effective systems in place to support and monitor staff performance and is highly committed to promoting staff's skills and professional development. Consequently, all staff told us they feel extremely well supported and observations show they work effectively as a team.

Partnerships with parents are strong. They speak very highly of the nursery, the staff and management team and praise the excellent care their children receive. For example, "*Staff have such an investment in our children, it's one big family*." They applaud the many activities and learning opportunities available and the progress their children have made. Twice yearly parent's evenings enable them to see their children's work. Some parents are happy with the information they receive about their children's ongoing progress and targets. They compliment the use of Welsh and how their children frequently teach them different words and phrases at home. The provider has excellent links with other professionals and the local community. They participate in monthly online Welsh, meditation and 'dough disco' sessions. On St David's Day they dressed up in traditional Welsh costumes and joined other nurseries across Wales to sing the song 'Cennin Pedr' together as part of their celebrations.

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 1 - Information	The provider must ensure that the statement of purpose complies with regulations and national minimum standards.
Standard 6 - Working in partnership with parents	Increase opportunities to update parents about their children's progress and next steps.

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

Best Practice
Recommendation(s)
Review the daily routine so that there is a greater balance between circle time, story time and free play.

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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