Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Darling Buds Nursery

Seaway House
55 Bute Street
Butetown
Cardiff
CF10 5AH



Date Inspection Completed

15/05/2023

About Darling Buds Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Darling Buds Nursery Ltd
Registered places	105
Language of the service	English
Previous Care Inspectorate Wales inspection	5 February 2019
Is this a Flying Start service?	Yes
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	**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 have good opportunities to make choices and influence the direction of their play. They are happy and relaxed in their relationships with staff, showing significant trust and warmth. Children behave kindly and considerately, communicating effectively with both adults and their peers. They are independent and confident in their own abilities.

Staff are appropriately qualified to care for children. They have a good understanding of how to keep children safe and healthy. Staff skilfully implement the setting's policies and procedures. They manage children's behaviour in a positive manner, responding warmly and appropriately to children's requests. They plan interesting age-appropriate activities that capture children's imaginations and enhance play experiences.

The environment is clean, welcoming and well organised. Managers ensure the environment is well maintained and safe. A good variety of indoor and outdoor spaces, toys and resources are available for children of all ages.

Managers are experienced and manage the nursery effectively overall. They have a sound understanding of the regulations and National Minimum Standards. They have clear strategies to improve the service and use robust processes to ensure safe staff recruitment.

Well-being Good

They make choices freely and make their requests to adults through verbal and non-verbal methods. Children are confident and develop good self-esteem, displaying satisfaction with the range of play and learning opportunities available to them. We saw babies proudly joining in with the "*Ee-i-oh*" as a staff member sang 'Old McDonald' and older children expressed their ideas on why fruit is healthy for us.

Children feel safe and secure at the nursery. Children of all ages arrive and settle very quickly in the company of staff and their friends. They have warm relationships with staff and readily approach them for guidance or comfort. For example, we saw a child gain reassurance from a staff member after being bumped by a soft ball. Children are reassured by familiar routines that provide structure to their days. We saw children enjoying quiet time relaxing while eating their breakfast and smiling happily in response to a staff member chatting to them.

Children behave and interact well for their ages and stages of development. They are encouraged to take turns and share during games, and respond well to reminders from staff members. Children co-play and share during focused and free activities such as mud moulding and working together to rebuild a broken train track. We observed a young child excitedly toddling around delivering items to inspectors, staff and other children, waving as they did so.

Children are free to explore their environment and spend time on activities that interest them, which encourages them to learn and develop. They experience interesting developmentally appropriate opportunities that promote their all-round development. We observed babies engaging well with a tray of cereal, spoons and bowls, with one child climbing into the tray and others sitting around. Older children thrive in the outdoor area where they balance, build, role play and draw.

Children spend time on activities that interest them and are engaged for a length of time that is appropriate for their age. They follow guidance from staff to develop their physical skills such as trying not to bump into each other when walking on balancing apparatus. Children are familiar with the routines of the day and know that they need to wash their hands before eating. They feed themselves using age-appropriate cutlery and cups.

Care and Development Good

All staff have a good understanding of how to keep children safe and healthy. Nearly all the staff have a solid knowledge of safeguarding and their responsibilities with regards to child protection. Staff also have sound awareness of their Prevent duty. Nearly all staff have attended relevant training including safeguarding, paediatric first aid and behaviour management, as part of a team meetings. The staff follow clear hygiene procedures. This includes regular and thorough handwashing, the wearing of aprons and gloves when nappy changing and when serving food. Purposeful cleaning was observed being undertaken by staff at the end of tasks throughout the setting. The staff promote healthy lifestyles and children are given a choice of various foods and snacks throughout the day. Children's allergies and dietary requirements are clearly displayed. All relevant risk assessments are in place to ensure the safety of children on outings and visits.

Nearly all staff skilfully manage the children's interactions with each other. They successfully work in line with service's behaviour management policy including reinforcing good behaviour. Examples include praising appropriate behaviour during tasks and when eating. Staff interact, talk purposefully with the children and make their time in the setting sociable. This includes mealtimes where staff sit with the children to effectively model positive social skills. Staff observed are valuable role models and have warm relationships with the children. Humour is a constant throughout the setting with children and staff laughing consistently together.

Staff throughout the setting successfully promote children's learning and development. A wide range of well-planned activities are offered to children throughout the setting. These worthwhile activities include painting, playing in the water or sand and feeling textures with the slime and dough. Staff engage skilfully with children during activities and play through questioning and suggesting ideas. Planning is child centred, age related and relevant. However, children do not share their ideas for activities. The staff make effective use of Flying Start Planning documents to ensure consistency. Children's progress is tracked through child development profiles. This is a useful process that tracks children's social, communication and health development. All assessments are signed and dated by staff and used to plan next steps for children. Staff have a very good understanding of how to meet the needs of children requiring additional support. This includes working closely with outside agencies and local schools. The setting has had useful support from the local inclusion service and Flying Start to implement various strategies.

Environment Good

The children who attend the nursery are looked after in a safe and clean environment. The main entrance has effective security in place. This includes a doorbell and a small waiting area. Gates are in place and children are kept within safe areas in each room. Staff routinely close these. The setting has CCTV throughout, which is monitored in the main office. All visitors are expected to sign in and out of the nursery. All routine maintenance checks for the building are undertaken in a timely manner. Managers carry out appropriate risk assessments.

The building is appropriately maintained and decorated and is welcoming to children and staff. All the rooms are light, airy and decorated with light colours. There are suitable facilities for confidential conversations. The outside play area is secure and welcoming for the children. Due to building work next door, the outside area has been temporarily restricted. Despite this, managers have made successful use of the space. There are many age-appropriate resources available including bikes, small toys and a sandpit. There are posters displayed showing how to order different foods in different languages. Due to availability and location of the outside area, children at present cannot independently choose to access the area. The rooms throughout the setting display children's work, although in some rooms these are not on the children's eye-line. All rooms are set out age appropriately, with ample space and suitable facilities to meet the needs of children. This successfully enhances their development. Children can be independent and decide what activities to take part in. All resources are stored in a safe place. All the rooms have appropriate toilets for the children with ample soap and paper towels to provide a hygienic environment. There are also ample nappy changing facilities available throughout; these provide for children's privacy and dignity. The setting offers effective sleep provision for the younger children. Appropriate resources are used to ensure all children sleeping are successfully cared for and regularly observed. This included sleeping mats, appropriate toys from home and soothing music.

Rooms within the setting are effectively resourced and include various toys, reading and picture books and building materials. Resources and the rooms are regularly and purposefully cleaned by staff after activities and especially before and after snack time. Toys and play materials throughout promote cultural awareness. Examples include dolls, books, and posters in the outside area.

Leadership and Management — Good

Managers are competent in their operation of the nursery. They have a statement of purpose which outlines the care they offer to parents and children. They have a wide range of policies and procedures that set a clear vision for the service; they review these regularly to ensure they are still appropriate. Policies are provided to parents and they are required to provide signature confirmation that they have read them. Managers have devised safeguarding and complaints policies and guidance for children; these are written in child-friendly language. Managers undertake effective record-keeping, with all required information kept for children and staff being stored securely. All cars used to transport children have valid business insurance, tax and MOT. Managers notify Care Inspectorate Wales of significant events at the premises in line with the regulatory requirements.

Managers meaningfully consult with parents, staff and children annually to complete a quality of care report. This identifies strengths, and targets areas to develop and plans to achieve this. There is a suitable complaints policy available for parents which we observed to be followed appropriately in the event of a complaint.

Managers make appropriate checks to ensure staff are suitable to work with children. Staff files are well organised and contain all mandatory information. All staff members have up-to-date Disclosure and Barring Service (DBS) checks in place. Staff receive meaningful formal individual supervision meetings that give staff time to reflect on their strengths, any concerns and support their professional development. Managers acknowledged that these were not done as regularly as they should be. Whilst this is a regulatory matter, we have not taken action on this occasion as there was no impact on children and managers have given assurances that these will be carried out regularly. Managers provide appropriate systems to monitor that required ratios are maintained through requiring staff to take frequent headcounts of children and staff members in each base room. They are also required to sign themselves and children in and out. However, inspectors noted that on several occasions, staff had not signed themselves in or out of rooms which led to discrepancies in the registers.

Staff work closely with Flying Start and Inclusion service professionals. As part of the inspection, we spoke with parents to ascertain their feelings about the service. They were all happy with the care provided and noted that their child was happy attending. Managers have invested in an app-based communications system to strengthen daily communication with parents.

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 4 - Meeting individual needs	Provide opportunities for children to share their ideas for activity planning.
Standard 5 - Records	Ensure that all staff sign in and out on room registers.
Standard 13 (Day Care) - Suitable Person	Ensure that 80% of non-supervisory staff are qualified to level 2 or above.

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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