Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Sadie and Franks Nursery Ltd

Unit 3
Kingswood Court
Ogmore Road
Bridgend
CF35 5BP



Date Inspection Completed

05/10/2022

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About Sadie and Franks Nursery Ltd

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Sadie and Franks Nursery Ltd
Registered places	38
Language of the service	English
Previous Care Inspectorate Wales inspection	Manual Insert] 25 July 2019
Is this a Flying Start service?	Manual Insert] No
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	**Good**
Care and Development	**Adequate**
Environment	**Good**
Leadership and Management	**Adequate**

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

Summary

Children express themselves well. Overall, children feel safe, happy, and valued at the setting. Children play nicely alongside each other, taking turns and co-operating. They have appropriate opportunities to develop their independence skills.

Overall, care staff implement appropriate policies and procedures which promote children's health and safety. They understand and follow the setting's behaviour policy and manage interactions appropriately. They are good role models, showing warmth and kindness towards children.

Overall, people who run the setting ensure children are cared for in a safe, clean, and secure environment. They ensure that everyone is aware of their responsibilities in relation to the safety and welfare of children. People who run the setting ensure the environment has a good indoor and outdoor play space for children to access.

Overall, people who run the setting have adequate knowledge and understanding of their regulatory responsibilities. Following the inspection visit the Responsible Individual (RI) has confirmed several changes have been implemented. Improvements need to be consistently maintained. We, Care Inspectorate Wales (CIW) have noted several recommendations at the end of the report.

Well-being	**Good**

Children express themselves well. Their moods, wants and needs are considered. We saw non-verbal children, request toys out of their reach with their wants recognised by care staff. Older children requested to stay in dressing up clothes during circle time and were able to. Younger children's attempts at communication are valued. For example, when a child said 'baa', staff recognised this and chose to sing 'baa, baa, black sheep'. Children help themselves to resources, taking out toys that interest them.

Overall, children feel safe, happy, and valued at the setting. Some children, who are settling at the service receive comfort and reassurance from care staff. Others are confident and happily engage. One child confidently asked us (CIW), *"Why are you here?"* Children are active and express enthusiasm and enjoyment. We saw children laughing and interacting well with one another.

Children are forming relationships and have a positive sense of belonging. They play nicely alongside each other, taking turns and co-operating. For example, a group of older children enjoy playing for a long period of time building 3D structures, sharing bricks, singing songs, and discussing their experiences about watching films in the past.

Children are interested in their play and learning. They enjoy an adequate range of opportunities indoors. Children initiate their own play and demonstrate perseverance to complete a task. For example, during a mathematical activity, we saw children using tongs to manipulate, sort and count. Children built houses for small world figures and younger children engage in sensory experiences.

Overall, children have appropriate opportunities to develop their independence skills. They help care staff to tidy up, putting resources back in the correct places. During mealtimes, older children eat independently. Younger children have support, where needed, but are encouraged to try and feed themselves. Children use the toilet facilities independently and younger children wash their hands with support of care staff.

Care and Development — Adequate

Overall, care staff implement suitable policies and procedures which promote children's health and safety. Appropriate hygiene practices are in place, such as regular cleaning, handwashing, and nappy changing procedures. Accident and incident forms are completed and shared with parents. Nearly all consent forms are in place for children. Following the inspection visit, emergency consent forms were completed. Records of allergy and dietary information for individual children is provided in the kitchen. Children and staff attendance registers are completed. However, they are unclear as to which staff members are caring for individual children and they do not show if children have moved rooms within the nursery throughout the day. Following the inspection visit, a new register has been implemented to ensure that a clear record is available. When children complete transitions and during nappy changes, the adult, child ratio is not always maintained in line with the National Minimum Standards. Following the inspection, the Responsible Individual has confirmed that correct age ratio's will always be maintained. Many care staff attend regular training and have up-to-date certificates in paediatric first aid, food safety and child protection. Overall, they have a good general understanding of safeguarding, including how to respond to child protection concerns. A safeguarding poster with designated safeguarding leads and contact information is on display.

Care staff understand and follow the setting's behaviour policy and manage interactions appropriately. They are good role models, showing warmth and kindness towards the children and encourage positive behaviour. For example, they get down to children's level and encourage children to have '*kind hands'*. Care staff diffuse situations through use of distraction methods such as providing children with alternative toys to play with and plenty of praise for their achievements. We heard staff say, *"Well done",* "*Good girl/boy*" and give high fives. Care staff encourage children to use 'indoor voices' when children become louder.

Care staff have a caring attitude and enjoy spending time with children. They know children well and are aware of their individual needs and development through use of a key worker system. Care staff are learning to implement aspects of the new Curriculum for Wales and are listening to children's voice. However, play and learning opportunities do not often reflect the change in curriculum, or provide opportunities for continuous provisions, such as sand and water play. Basic planning is in place and care staff adapt plans to suit children's interest as needed. Care staff recognise when children may have additional needs or require more support. They take appropriate action and signpost to outside agencies if needed. Minimal Welsh is spoken but is included as part of circle time activities and is currently an area the setting is working to improve. The setting promotes a range of celebrations and has some resources which help to promote diversity.

Environment — Good

Overall, people who run the setting ensure children are cared for in a safe, clean, and secure environment. They ensure that everyone is aware of their responsibilities in relation to the safety and welfare of children. Health and safety policies and procedures are in place at the setting. However, during the inspection, an overhanging bramble and nettles were identified in the outdoor area and a trailing electrical lead was visible on the windowsill. These could pose a potential risk to children. Following the inspection visit the RI confirmed they were quickly removed. Visitors to the setting sign a visitor's book on arrival and departure. Risk assessments are in place and staff follow them appropriately. Although they require further development to include specific activities. Regular cleaning routines reflect good hygiene practices and infection control procedures, which minimise any risks to children's health and safety.

The environment has a good indoor play space for children to move freely. People who run the setting ensure the environment meets most of the children's needs. They ensure that play equipment and toys are easily accessible for children, encouraging their independence. Separate toilet facilities are available for children to access with the supervision of care staff. Older children can access their own belongings with ease from their own coat pegs. People who run the setting provide children with an adequate range of age-appropriate resources and equipment. However, this could be further enhanced to provide more variety. Care staff ensure that children have use of the secure outdoor play space as often as possible.

People who run the setting ensure that children have easy access to toys such as animals, vehicles, blocks, construction, soft toys and dressing up. People who run the setting ensure the resources and equipment are of a satisfactory quality. Children did not access the outside play area during our inspection. However, they have a mud kitchen, gardening area, reading area and playhouse. The service provides children with wet weather clothing enabling children to access the outdoor environment in all weathers.

Leadership and Management — Adequate

Overall, people who run the setting have appropriate knowledge and understanding of their regulatory responsibilities. There are adequate policies and procedures in place, which are regularly reviewed. Following the inspection visit, updated policies were provided which reflected accurate information, including an up-to-date statement of purpose. Overall, people who run the setting keep most records which are generally well organised. Following the inspection, several changes have been implemented to ensure that record keeping is maintained clearly across the service.

People who run the setting have submitted the Self-Assessment of the Service Statement (SASS) and have informed Care Inspectorate Wales (CIW) of significant staff changes, but not of all general staff changes. Following the inspection, an updated staff matrix has been provided. A quality-of-care report is developed annually, including plans and aspirations for the improvement of the setting, although does not consider children or parents views to help feed into the development of the service.

People who run the setting manage their teams adequately. However, they do not always ensure that care staff are deployed appropriately to ensure ratios are consistently met. Following the inspection visit, the RI has confirmed that practices have changed to ensure ratio's will be maintained. Care staff told us that they are happy at work and enjoy working as a team to support each other. Regular supervision and appraisal take place. Monthly meetings are arranged and provide opportunities for open discussions between care staff and people who run the service. People who run the setting generally follow safe recruitment processes to safeguard children. They include references for all staff and disclosure and barring checks (DBS). However, no medical declaration of health for individual staff members was included within staff files and some identity information was missing. Following the inspection, people who run the service confirmed that all health declarations and identity verification are now in place. People who run the service have a clear vision for the service. They have recently extended the benefits to staff working at the service. For example, providing health insurance and long service benefits.

Parents we spoke to were happy with the nursery and the care their children receive. They are provided with information about their child's day, with younger children having a daily information sheet. People who run the setting are proactive in engaging with parents and are planning a parents evening in the future to provide an opportunity to share children's development. People who run the setting engage with the local authority and are pro-active in seeking support and funding.

Recommendations to meet with the National Minimum Standards

R1. Ensure staff are deployed appropriately to meet ratios in line with NMS and registers are maintained and completed effectively for children and all staff at the service.

R2. Further develop play and learning opportunities for all children and provide a range of resources and activities for continuous provision.

R3. Develop the use of Welsh language with all children.

R4. Ensure risk assessments include activities, such as messy/sensory play.

R5. Ensure the Quality of Care includes the views of both children and parents to help support the setting with continued development.

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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