Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Nestlings' Nursery

5 St. Andrews Crescent
Cardiff
CF10 3DA

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

19/09/2023

About Nestlings' Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Nestlings' Nursery Ltd
Registered places	46
Language of the service	English
Previous Care Inspectorate Wales inspection	12 December 2022
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	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.

Welsh Government © Crown copyright 2023.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

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 are happy and enjoy attending the setting. They feel safe and secure in the care of staff. Children have good opportunities for play and learning and develop their independence through a range of experiences and play.

Staff are professional, qualified, and passionate about their roles. They implement the setting's policies and procedures effectively. Staff are patient, kind and caring. They support children's learning and development through a range of planned activities led by children's interests and developmental needs. Staff keep effective records of children's progress.

The environment is secure, clean, and welcoming. A good range of toys and equipment both indoors and outdoors promote children's play. Staff follow procedures to ensure the environment is safe by completing risk assessments and daily checks consistently.

People who run the setting are motivated and implement policies and procedures that reflect the care provided. They use self-evaluation effectively to identify and make improvements. Parents are kept informed and up to date about their child's experiences and development.

Well-being Good

Children have many choices and opportunities to make decisions about how they spend their time at the nursery. They choose from a variety of exciting and enjoyable activities. We saw children delight in their play with cars, musical instruments and small world play with rice and figures. Children communicate their thoughts and ideas well, as they know staff will listen and show interest. For example, we heard one child excitedly telling a member of staff, that after nursery they were going to "*walk through town and go on the merry go round, the pink one*."

Children are happy at the setting and feel valued. They enjoy being in the company of other children and form friendships that help them to feel content. Children know the staff and routines well, giving them a sense of belonging. They receive encouragement and praise from staff when learning new skills, which gives them the confidence to play and learn.

Children are beginning to form friendships in line with their age and stage of development. They play happily alongside each other or together. Children welcomed us warmly and were excited to chat and show their toys. One young child enjoyed showing us what they were doing in the creative area. They excitedly told us to *"look at mine!"* while they smiled with pride at their creation in the flour activity. Children learn to respect each other and the resources, learning to share and use equipment appropriately.

Children thoroughly enjoy their play and learning. They benefit from a good variety of age-appropriate play and learning resources in each room. Children are motivated to follow their own interests and sustain their play for periods suitable to their age and stage of development. We saw two older children engaging in play outdoors where they were encouraging each other to jump carefully off a piece of apparatus. They were smiling and laughing which showed obvious enjoyment in what they were doing.

Children develop a range of skills as they play. They have many opportunities to become independent. Young children are encouraged to feed themselves, with staff offering support where needed. Older children pour their own drinks and help clear their plates at mealtimes.

Care and Development — Good

Staff have a good understanding of their roles and responsibilities to keep children safe and healthy. They receive safeguarding training and effectively implement the setting policies and procedures should they have concerns about a child. Staff we spoke to were confident in telling us where and how they would refer any concerns they had about a child or a member of staff. A range of healthy foods are on offer at mealtimes and drinking water is available throughout the day. However, mealtimes are not always a social routine. For example, staff can sometimes become caught up in duties within the rooms and not focusing on conversations with the children. Information relating to children's allergies and medical conditions is accessible to all staff, with systems in place to ensure they safely meet children's dietary requirements. Staff record all accidents in detail and share this information with parents, via an electronic app. Regular fire drill practices ensure staff and children are aware of how to leave the building safely.

Staff are kind and caring towards the children. They are responsive and nurturing, which means children approach them with ease. Staff work well together to support and promote children's social behaviour, being mindful of their age and stage of development. There is a comprehensive behaviour management policy, promoting positive strategies. Staff implement this skilfully, using positive language to reinforce positive behaviour. Staff are good role models; they encourage good manners and prompt the children to say *"please"* and *"thank you."*

Staff support children's learning and development effectively. They regularly observe children's play and learning to track their progress. This informs the planning of future activities to promote children's next steps in learning and development. Parents are regularly updated about their children's progress and development. We heard incidental Welsh used regularly throughout the nursery. For example, we heard staff using phrases such as "*amser ty bach, amser snac and da iawn, arbenning o dda*."

Environment — Good

The environment is safe and well maintained. The entrance is secure and locked doors ensure only authorised access is granted by staff members. Managers regularly review risk assessments for all areas of the setting and any outings undertaken. Staff complete comprehensive daily safety checks of the indoor and outdoor environments to identify and eliminate any risks to children's safety. Registers of staff and children's arrival and departure at the setting are complete. Safety certificates are up to date including gas boiler service, electrical testing, and fire safety checks.

The environment is welcoming and child friendly. The setting is decorated in calming, neutral colours. Staff effectively organise playrooms, promoting all areas of children's development, with a good range of resources, including real life items, multicultural dolls, and books. Wall displays celebrate children's artwork and their achievements, which gives them a sense of pride and belonging. The outdoor area has a range of equipment suitable for the age of the children. A canopied area offers shelter and shade for all weather play. During the inspection, we saw children enjoying their play outside 'cooking' in the mud kitchen and climbing a variety of apparatus.

Regular cleaning of toys and equipment is undertaken, and resources are of good quality. The setting has suitable furniture and resources to support children's independence. For example, child sized tables, chairs, and low-level toy storage. There are a suitable number of children's toilets and nappy changing facilities available, which are clean and fresh. Soap and hand drying facilities are easily accessible to support children's independence when washing their hands.

Leadership and Management Good

People who run the setting are skilled and have a clear vision for the future of the nursery. They manage the setting in line with the childcare regulations and National Minimum Standards. There is a clear statement of purpose, which provides an accurate picture of how the setting runs. Required policies and procedures are in place and staff implement these effectively.

The staff team are enthusiastic, motivated and enjoy their work. People who run the setting maintain an organised environment and all documents are easily accessed and in good order. Staff files are of a good quality and all relevant checks carried out to ensure staff are suitable to work with children. All staff receive regular supervisions and annual appraisals, which enable them to identify their strengths and areas for development. Two areas for improvement issued at the last inspection, in respect of these, have been achieved and have now been closed. There are enough qualified and experienced staff to make sure children are always well cared for. The annual quality of care review considers the views of parents, children and staff and identifies areas for development.

There is a clear system in place to ensure that staff Disclosure and Barring Service (DBS) certificates are current. All staff have up to date mandatory training and there are good opportunities for staff to receive additional training as required. Staff told us the management team are supportive and receptive to their ideas.

The setting has established good relationships with parents. Parents receive regular feedback on their child's progress and photographs of their children playing during the day, via a digital app. Parents we spoke to told us they were happy with the care their children receive at the setting.

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
27	The provider has not ensured that there are sufficient staff to provide care for children. They need to ensure that sufficient staff are available to care for children.	Achieved
28	The provider has not ensured that the required documents are obtained prior to staff members commencing employment. They need to ensure that all required documents are obtained for all staff members prior to commencing employment.	Achieved

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)
	No NMS Recommendations were identified at this inspection

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)
Consider how mealtimes can be a more social routine.

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.

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- Inspection report survey

If you wish to provide general feedback about a service, please visit our Feedback surveys page.

Date Published 21/11/2023