Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Bijou Day Nursery and Creche

48a Eastgate
Cowbridge
CF71 7AB



Date Inspection Completed

03/08/2022

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About Bijou Day Nursery and Creche

Type of care provided	Children's Day Care Full Day Care
Registered Provider	BIJOU DAY NURSERY AND CRECHE LTD
Registered places	60
Language of the service	English
Previous Care Inspectorate Wales inspection	
Is this a Flying Start service?	Manual Insert No
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

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

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

Summary

Children are happy, settled and confident at this nursery. They can make choices within the routines of the day about what they do. Children communicate well with each other and staff. They make positive relationships which help them feel safe and secure. Children enjoy their play and overall are learning and developing well.

People who run the nursery and staff keep children safe and healthy as they follow appropriate policies and procedures. Staff support all children well. They plan and provide a varied range of activities that are appropriate for the ages of the children who attend the nursery.

The nursery environment is safe, secure and clean. The playrooms are bright and welcoming. There is a sufficient variety and number of resources and equipment to support children's learning and development. There is an outdoor play space which provides some additional opportunities for play, learning and development.

The people who run the nursery have effective systems in place to ensure the smooth running of the nursery. They are committed to providing a high-quality service. They routinely and consistently monitor the quality of the nursery and respond positively to identified areas of improvement. The people who run the nursery and staff develop good relationships with parents.

Well-being — Good

Children are able to make some choices and decisions about how they spend their time at the nursery. They choose from the activities provided for them by staff. Older children contribute their ideas to their play. For example, we saw children outside help staff re-configure the balancing planks when they wanted a change and children in the pre-school room choosing resources for cutting and sticking. Children in the baby room freely explore their environment.

Children are very settled in the nursery. They arrive happily and have warm relationships with staff and those who run the nursery. Children are confident communicators. They engage comfortably with staff and each other. Several were keen to tell the inspector what they had been doing. Children are familiar with the routines of the day which helps them develop a sense of belonging and security.

Children behave well. They interact with each other in ways appropriate for their age and older children are beginning to make friends. For example, a small group of older children played together building with blocks for an extended period. Younger children played alongside each other taking turns with throwing beanbags into hoops and concentrating on what they were doing when walking along the balance beams.

Children enjoy their play. They engage well with the activities provided. We saw babies having fun exploring a large tray filled with colourful scarves and decorating rocks with paint. They can also freely access a variety of toys and equipment. Older children enjoyed investigating flour and a few proudly showed us how they had written their name. Children have freedom to move around and choose activities.

Children learn and develop well from the activities and resources provided. However, during the inspection visit, these were mostly adult chosen or planned activities in the toddler and pre-school rooms. We saw limited opportunities for children in these age groups to access other resources and equipment of their own choosing. This can impact on children's ability to follow and learn from their own interests and fascinations as well as from the opportunities provided by staff. Children are developing self-help skills and becoming independent in managing their personal needs. For example, babies have opportunities to 'have a go' at feeding themselves whilst older children are encouraged to pour their own drinks at mealtimes and access their own cups from the drinks station.

Care and Development Good

The people running the nursery ensure that policies and procedures are in place to support staff to keep children safe and healthy. There is a comprehensive child protection policy in place. It sets out clear procedures to follow in relation to any concerns there might be about a child. The people running the nursery ensure safeguarding is prioritised. All staff and managers spoken to gave confident answers in relation to safeguarding scenarios. Staff follow good hygiene procedures. There are suitable first aid arrangements in place and staff record accidents. Parents acknowledge receiving accident records through an electronic communication system. There is a suitable policy and procedures in place for administering medication to children and since the inspection visit the person in charge has updated their medication form to ensure it provides all necessary details. The people running the nursery ensure they promote healthy lifestyles. All food is freshly prepared on the premises by the nursery catering manager and allergies are managed effectively. Staff ensure children spend some time outside each day.

Staff interact very well with children and build positive relationships with them. They offer encouragement and praise to children. There is a good behaviour management policy in place which staff follow. They speak to children calmly and are good role models for children.

Staff support children well in their play and learning. They provide good levels of engagement as they join in with activities alongside children and hold conversations with them. Staff recognise when children want to change activity. For example, staff asked children how they wanted to change the layout of the balance planks in the garden when they began to lose interest and introduced beanbags and hoops for target practice as an alternative activity. Staff in the pre-school room supported children in cutting and sticking and joined in with exploring a tray of flour. This supports children to extend their skills and levels of concentration. We heard some staff use a lot of incidental Welsh in their interactions with children. Additionally Welsh is used during circle times to introduce vocabulary around for example, numbers and colours. The education officer plans activities which are adapted for each age group of children. Staff contribute to this planning through evaluation and observations of children to inform further plans. Some staff have accessed training in relation to the new Curriculum for Wales and they are considering any implications for their planning. People running the nursery ensure they provide for children's individual needs as necessary, and they have an Additional Needs Policy in place. However, this does not reflect fully the new Additional Needs Code. Staff observe children and assess their progress, producing periodic reports for parents. Parents receive these through the electronic communication system used by the nursery.

Environment — Adequate

The people running the nursery ensure the environment is safe, clean and well maintained. The premises are secure, and staff ensure they record visitors to the nursery. We saw an adult arrive to collect a child, the staff at the door did not recognise them and refused entry until they were able to confirm who they were. Internal doors all need a key code to open them and are fitted with exit release mechanisms above children's reach. The responsible individual has had CCTV installed throughout the nursery except in toilet and nappy changing areas. Suitable risk assessments are in place although we found staff did not always follow the measures in place for managing trailing cables. Staff rectified this immediately during the inspection visit. Staff carry out and record daily safety and cleaning checks. The people running the nursery ensure they carry out regular evacuation practices and record these with good detail. They ensure they organise all routine building safety checks in a timely fashion.

The nursery is spacious and is organised in a way that meets the needs of the differing age groups of children. The playrooms are bright and welcoming. Furniture, toys, equipment and materials are clean, of good quality and suitable for the developmental needs of children. There is ample space for children of all ages to move around and play. The layout of each room enables children to choose activities and resources independently. We saw children freely choosing from the activities provided by staff and babies can access toys and equipment stored on open shelves. During the inspection visit, we saw limited freely accessible resources for children to choose from in the toddler and pre-school rooms and the few boxes available were not labelled. Children's toilets are accessible from the pre-school room, which helps children to develop independence in managing their personal needs. Additional children's toilets and a nappy changing area are available between the toddler and baby rooms.

There is an outdoor play area used by all the children. However, it does not currently provide sufficient opportunities for children to play and explore freely. During the inspection visit, we saw this area used for adult led activities. Children enjoyed joining in with these but there was little else for them to choose from. For example, the sand pit and mud kitchen had no resources and were not in use. The people running the nursery told us they have identified the outdoor area and some aspects of the indoor environment need developing. Since the inspection visit, they have confirmed they have started work on this.

Leadership and Management Good

The people who run the nursery have a clear vision for their service and are committed to providing high quality childcare. The responsible individual and the person in charge who manages the nursery work well together. The atmosphere in the nursery is calm and friendly. People who run the nursery have all the required documentation in place and paperwork is well organised. Their statement of purpose accurately reflects the operation of the nursery. They have comprehensive policies and procedures which support the smooth and safe running of the nursery. Although regularly reviewed, a few contained out of date information in relation to legislation. Since the inspection, the people who run the nursery have reviewed and updated nearly all policies. The registers for staff and children's attendance now accurately record which staff are looking after children at all times and who is in the building at all times.

The people who run the nursery understand the requirements to review the quality of their setting. The annual quality of care review report as required by regulations is now due to be completed although people who run the nursery consistently review and evaluate practice and procedures. There is a suitable complaints policy in place. There have been no formal complaints but the people who run the nursery keep a comprehensive log of any minor issues raised by parents and act on these if changes are needed. They act promptly on feedback from inspectors

The people who run the nursery ensure they follow robust recruitment procedures and all staff records viewed contained all required checks and documentation. New staff complete an induction process. The people who run the nursery have put in place a system for staff supervision and appraisal and have recently introduced peer on peer observations to support this. They have high expectations of staff and address any issues promptly and robustly. We spoke to several staff during the inspection and received three staff questionnaires following the inspection. All said they are happy at the nursery and feel well supported by managers.

Partnership with parents is very good. The people who run the nursery ensure they gather all relevant information and permissions from parents before their children start. Parents are kept very well informed about their children on a daily basis and about any changes at the setting via the electronic system used by the nursery. We received numerous feedback questionnaires from parents following the inspection which were all extremely positive about the nursery. We spoke to some parents during the inspection visit who spoke highly of the nursery, the staff and their support of their children.

Recommendations to meet with the National Minimum Standards

R1. Further develop the additional learning needs policy to reflect fully the new Additional Learning Needs Code.

R2. Ensure risk assessments are consistently followed.

R3. Develop the environment inside and outside to ensure all children have increased opportunities to choose activities that enable them to follow and learn from their own interests and fascinations.

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
30	The provider does not ensure that staff registers accurately reflect which staff are looking after which children at all times. They must put in place a system to record this information and monitor it to ensure it is consistently followed.	Achieved

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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