Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

The Eden Nursery Tredegar

Unit J & K
Crown Business Park Dukestown
Tredegar
NP22 4EF



Date Inspection Completed

20/02/2024

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About The Eden Nursery Tredegar

Type of care provided.	Children's Day Care Full Day Care
Registered Provider	Eden Centre Ltd
Registered places	66
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of the service.
Is this a Flying Start service?	Yes-provides Flying Start places
Does this service promote Welsh language and culture?	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	**Excellent**
Care and Development	**Excellent**
Environment	**Excellent**
Leadership and Management	**Excellent**

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

Summary

Children are immensely happy and enjoy their time at the setting. They have exciting opportunities for play and learning within an extremely nurturing setting. Children interact well and form close bonds with their peers and staff. They have many opportunities to develop skills for independence.

Staff are professional, qualified, and work seamlessly together as part of a team. They have a very good understanding of how to keep children safe and healthy and implement policies and procedures effectively. They plan an excellent variety of interesting and fun activities, to support children's development. Staff keep good daily records and track children's development effectively.

The environment is clean, extremely welcoming, and well organised, with imaginative and considered use of space. The outside area is an interesting, stimulating, and safe space, with further developments planned. There is an excellent selection of well-maintained and exceptionally superior quality resources. Staff follow procedures to ensure the environment is safe and suitable, completing risk assessments and daily checks consistently.

The leadership and management of the setting is strong. They have extremely thorough processes in place to ensure that staff are employed safely and are fully involved in working together to provide excellent care for the children. There is a clear culture of continuous improvement and building strong partnerships with parents and other agencies for the benefit of the children.

Well-being Excellent

Children have a strong voice and have very many opportunities to make choices about their care. They decide what they would like to play with from the numerous activities on offer. Younger children choose from an excellent range of developmentally appropriate and stimulating resources. This promotes their all-round development, enabling them to follow their own interests with confidence. For example, a child really enjoyed choosing clothes from the dressing up resources. They added a tie and hat declaring '*I look like grandad*,' with a big grin on their face.

Children are extremely happy, relaxed, and confident. They develop very strong attachments with key staff in their base room and they are comfortable to approach them when they need help or reassurance. For example, on many occasions children went to staff for cuddles. Children feel secure by knowing the daily routines and confidently respond to directions from staff such as preparing for mealtimes. Children playing alone, were content and were soon joined by other children and staff in their play. Children seek out staff members for comfort or to celebrate success and bonds of trust are evident.

Children are learning to behave very well. They naturally use good manners, respect each other and share. Children sit happily together at mealtimes and chat to each other and staff. They listen to others talking about subjects that were important to them, for example what they were going to do on the weekend or their favourite food. On the rare occasion it is required, children respond positively to instruction such as to slow down or to use kind hands.

Children have excellent opportunities to develop new skills. Children are curious and engaged learners who value the chance to explore the environment. They enjoy the extensive free play opportunities and choose to engage in structured activities that interest them. Children are happy and very engaged in their chosen play throughout the setting. For example, exploring the light box and book areas or freely accessing wall activities and the sand pit in the baby room. Children really enjoy messy play and freely access these activities in all areas. They need little encouragement to build sand shapes and glue picture collages. Babies smile as they build towers out of blocks, learning to balance them and laughing as they fall.

Children are developing very well and have many opportunities to become independent. They are given time to do things for themselves such as taking off their coats when they arrive and getting ready to go outside. They enjoy helping to tidy up and are becoming proficient in dressing themselves in aprons for messy play. Babies are becoming increasingly social and independent, babbling, and sharing positive facial expressions with others. They readily explore their playroom accessing toys they would like to play with. All children have very many opportunities to self-serve their food at mealtimes, even the babies

becoming proficient in using tongs and pour their drinks. They develop a sense of achievement as they are praised by staff.

Care and Development — Excellent

Staff have a particularly good understanding of their roles and are effective in keeping children safe and healthy. They confidently follow the setting's useful and up to date policies and procedures. Staff are very clear about their responsibilities in relation to safeguarding and caring for children with additional needs. They ensure that there is up to date and detailed health information for children, with care plans in place, where required. They supervise children very well and implement safe hygiene procedures. They employ a cook who provides healthy meals and snacks in line with a well thought out menu. The cook and staff are knowledgeable about providing food safely for children with dietary requirements and allergies. Staff complete regular fire drills with the children ensuring they are clear about evacuating the building in an emergency. They record accidents and incidents clearly and share these appropriately with parents. They have a robust system for auditing records to identify any trends, which need to be addressed.

Staff know the children very well and have an excellent understanding of child development, and how this can impact on their behaviour. They manage behaviour in line with the behaviour management policy, using lots of positive language and praise, which greatly enhances children's well-being. They offer simple, clear explanations, and encourage kind behaviour such as 'kind hands.' They implement consistent and positive behaviour management strategies in a calm and patient manner. Staff are nurturing and act as exceptionally good role models. For example, using good manners, apologising if anything negative occurs and listening to other staff.

Staff are motivated, professionally qualified, and keen to effectively support children to reach their full potential. They assess children's progress very effectively, carrying out regular observations and using developmental progress tracking systems well. They use mind maps to capture the children's voice, using these to set up the environment so children can follow their interests, choosing where they want to play and what they want to play with. Staff communicate with each other consistently and are aware of their individual roles in delivering nurturing, responsive care. They deal with children's personal needs promptly and discretely. Staff deal with children's interactions sensitively and with exceptional skill. They kneel to the children's level and use calm voices to guide them. Staff use the Welsh language during activities and children engage well with this. They recognise the importance children's physical development through being outdoors, and regularly take the children into the outdoor play area.

Environment — Excellent

Leaders take effective action to make sure that the environment is safe and secure. Staff only allow authorised access to the setting and a secure foyer area has been developed, where visitors sign a visitors' book. Leaders keep detailed and useful risk assessments that cover the environment and other activities such as transporting children in vehicles. They keep these updated and staff complete daily safety checks of the environment to identify and, where possible, eliminate any risks to children's safety promptly. Leaders have schedules in place that ensure routine maintenance checks for the building such as gas and fire systems, are carried out appropriately and certificates are up to date.

People who run the setting have designed the space very effectively to meet the needs of the children. They decorate areas to provide a calming feel and set up resources to an exceedingly high standard and with children's needs at the forefront of the ideas. They provide inviting, well-equipped play areas for different aged children, with good sleeping and nappy changing/toileting facilities. Play areas are welcoming and homely, set up to reflect the real world, such as home areas and comfortable book areas. Babies have good eating facilities that staff set up in their room and older children use a communal dining area, which is easily accessed from the kitchen area. Leaders have designed the environment so that children have the option to play in the outdoors regularly. Outside, there are numerous, well thought out areas for children to develop their physical skills. Staff have adorned surfaces with objects to stimulate children's thinking and develop their fine motor skills. Leaders told us of their plans to make access to the outside easier and to develop another area of the surrounding woodland to provide areas to promote children's imagination.

Leaders invest time and finances to provide an exceptional amount of extremely good quality resources to stimulate children's interest and imagination. Children can easily access play resources that are varied and highly suitable for the age of the children who have access to them. Staff change learning areas regularly according to children's interest and to extend their skills. Staff also ensure that good consideration is given to providing real life resources, such as pots, pans, and crockery. They provide a rich environment for play and learning.

Leadership and Management — Excellent

Leaders are passionate and committed to providing high quality childcare. They are well-qualified and manage the setting very well. Leaders have a clear vision for the service which places a high priority on providing quality childcare for the local area. They maintain a clear and up to date statement of purpose, enabling parents to decide if the setting is right for their child. Leaders maintain an extremely organised environment and documents are easily accessed. Staff complete daily records such as attendance well. They keep clear policies and procedures which are regularly reviewed and implemented successfully by staff.

Leaders have a robust system to review the quality of the service they offer. They consult effectively with all relevant parties, contributing to an effective self-evaluation process and creating a culture of continuous improvement. Leaders produce a useful report following their review of the service and this includes a plan for future improvement. The responsible individual and person in charge set high expectations of themselves and staff. They have submitted the Self-Assessment of Service Statement (SASS) to CIW appropriately.

Leaders demonstrated a particularly good knowledge and understanding of the legislation and regulations regarding employing staff. They have a clear system in place to ensure that staff's Disclosure and Barring Service checks (DBS) are current. They have carried out a review of staff files since taking over the setting and had individual discussions with staff regarding their development and aspirations in their role. They employ qualified staff who have up to date training such as first aid and safeguarding and they provide good opportunities for additional training. There is an established staff team at the setting and staff are enthusiastic, motivated and enjoy their work. Leaders provide good opportunities for staff to receive regular one to one supervision and plans are in place annual appraisals, providing them with good opportunities to have ongoing dialogue. Staff said they felt very well supported by leaders.

Leaders have established effective systems to enable them to work in close partnerships with parents. They seek detailed information about their children's individual needs and preferences before children start. Staff keep parents well informed via an electronic 'app' during the day and through verbal discussion as children are dropped off and collected. Staff and parents receive an induction and support to use the system. Leaders and staff have established links with a wide variety of external organisations and individuals such as the local authority and childcare support organisations and this supports them to provide the best care possible for children.

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)
	No NMS Recommendations were identified at this inspection

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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