

Care and Social Services Inspectorate Wales

**Children Act 1989
(as amended by the Care Standards Act 2000)**

**Inspection report
Full day care**

Greenfields Day Nursery

190 Llantarnam Road
Cwmbran
NP44 3BH

Date of publication 07 December 2010

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Care and Social Services Inspectorate Wales

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Name of setting :	Greenfields Day Nursery
Contact telephone number:	01633 877740
Registered Person/Responsible Individual	Julie and Terry Samphire
Person in charge:	Leanne Jelly
Number of places:	58
Date of this visit :	23 November 2010
Dates of other relevant contact since last report:	
Date of previous report publication:	17 September 2009
Inspected by:	Marilyn Jones

Guidelines on inspection

Introduction

This report has been compiled following an inspection of the setting undertaken by the Care and Social Services Inspectorate Wales (CSSIW) under the provisions of the Children Act 1989 and associated regulations.

The primary focus of the report is to comment on the quality of care and protection experienced by the children.

The report contains information on how we inspect and what we find. The report is divided into eight distinct parts reflecting the broad areas of the National Minimum Standards.

The CSSIW Inspectors are authorised to enter and inspect registered child care settings at any time. Inspection enables the CSSIW to satisfy itself that continued registration is justified. It also ensures compliance with:

- The Children Act 1989 (as amended by the Care Standards Act 2000) and associated regulations, while taking into account the National Minimum Standards for this type of registered setting
- The setting's own Statement of Purpose

At inspection, CSSIW tries to capture the views and experiences of service users by means of questionnaires for the parents/carers, staff and by engagement with children who use the setting. At any other time throughout the year visits may be made to investigate complaints and to respond to any changes in the service.

Readers must be aware that a CSSIW report is intended to reflect the findings of the inspector at a specific period in time. Readers should not conclude that the circumstances of the service will be the same at all times.

The Registered Person is responsible for ensuring that the service operates in a way which complies with the service specific regulations. CSSIW will comment in the general text of the inspection report on their compliance. For those regulations which CSSIW believes to be key in bringing about change in the particular service, they will be separately and clearly identified in the requirement section.

As well as listing these key requirements from the current inspection, requirements made by CSSIW since the last inspection, which have been met and those which remain outstanding are included in this report. The reader should note that requirements made in last year's report which are not listed as outstanding have been appropriately complied with.

Where key requirements have been identified, the Registered Person is required under Regulation 3C (Compliance Notification) to advise in writing, the appropriate regional office of the completion of any action required by CSSIW.

The regulated service is also responsible for having in place a clear, effective and fair complaints procedure which promotes local resolution between the parties in a swift and satisfactory manner, wherever possible. The annual inspection report will include a summary of the numbers of complaints dealt with locally and their outcome.

CSSIW may also be involved in the investigation of a complaint. Where this is the case CSSIW makes available publicly a summary of any matters it has been involved in together with any action taken by CSSIW.

Should you have concerns about anything arising from the inspector's findings, you may discuss these with CSSIW or with the Registered Person

The Care and Social Services Inspectorate Wales is required to make reports on registered facilities available to the public. Most reports are public documents and will be available on the CSSIW web site:

www.cssiw.org.uk

Summary

The inspection was unannounced following completion of a self assessment form, (hereafter referred to as the SAF), by the registered provider and questionnaires completed by staff and parents. All of the required policies had previously been put into place and only revised documents were seen at this inspection. The inspection centred on the perusal of everyday records, observation of the care of the children and talking to the registered provider, staff and children.

Greenfields Nursery School, Cwmbran is one of four nurseries owned by Mr and Mrs Samphire. The premises is a detached property in its own grounds. The rooms were, as always, seen to be brightly decorated with pictures and friezes. There was a comprehensive brochure, available for parents, which was used by all of the nurseries. All of the children were cared for in age appropriate groups with separate areas for messy play and quiet rooms. The baby unit, on the first floor, had two separate cot rooms, with glass doors and monitors. Indoor physical play areas were available and shared by all of the children in the nursery. Each unit had its own bathroom/nappy changing room. There were two separate outside play areas for the toddlers and pre-school children, each having a paved area for push and ride toys and a grassed area. The pre school also had a canopy outside the garden door, giving them an outside classroom as required for the Foundation Phase. There was a separate locked office at the front of the premises. There was a separate staff room on the ground floor with its own kitchen area and resources for the children's activities.

There was a wide range of toys, equipment and activities in each room of the nursery, suitable for the age and development of the children and further equipment had also been acquired during the last year. The nursery was registered with the Local Authority as an Early Years Provider of Education and had an inspection by Estyn in 2009.

Babies and children up to the age of three had daily reports to take home, showing sleep times, feeds, nappy changes and activities. Basic notes were available for the parents of the pre school children. Staff gave verbal feedback to the parents when they collected their children from the nursery foyers.

All staff held a current First Aid Certificate and the cook and six staff held a Basic Food Hygiene Certificate. Further training was ongoing with all staff. There was a good atmosphere in the nursery and the established staff were seen to work well together as a team. At the time of the inspection, the nursery had just started to renew the Torfaen Healthy Award Scheme.

The registered provider completed a premises and safety checklist as part of the pre-inspection documentation to confirm that safety measures in the nursery were in place. The National Minimum Standards and the Childminding and Daycare (Wales) Regulations 2002 and their associated amendments had been met in full.

Choice of service

Inspector`s findings:

There was a comprehensive brochure, available for parents, which was used by all of the nurseries. This included all of the details about the nurseries, with pictures of the children playing, and a summary of the policies. An admission application form and a childcare agreement were also included in the brochure. There was a website which contained full information for parents and testimonials from past and present parents.

The registered provider stated that she encouraged new parents to visit the nursery without an appointment in order for them to see the nursery "as it is" One parent affirmed this saying that she was pleased that she did not have to make an appointment to view the nursery.

Parents had chosen the nursery as it was "recommended, on my way to work, good reputation"; 'Quality and Varied provision, professional staff and standards of cleanliness' and 'My son and niece went to Greenfields and we were very happy – obvious choice for our other child'.

Parents completed a childcare agreement, which included the conditions as set out in the brochure. This was signed by the parent and the manager on behalf of the nursery and parents had their own copy of this agreement.

Monitoring of the quality of care given to the parents and children had last taken place in March 2010 and a report of the outcome had been completed. The providers' review of quality of care report had also been completed as part of the SAF.

A copy of the registration certificate was displayed in the entrance hall.

Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

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Planning for individual needs and preferences

Inspector`s findings:

Parents completed details on their child's needs, preferences and abilities on the admissions forms. Children were encouraged to come into nursery for short periods to visit before the placement began. Parents completed an information sheet for babies, detailing their normal routine at home. On the day of inspection, some children were visiting their new unit ready to move up. They were all seen to be settled in the new rooms and comfortable with the staff and their activities.

At the time of the inspection, there was one child with special needs in the nursery who did not require one to one. She had been visited in the setting by a speech therapist whom the staff worked with. Some staff were planning to take training in sign language in order to help this child. The manager and one member of staff had taken training on 'Making Inclusion Happen'. The head of the pre school group was the nominated Special Educational Needs Co-ordinator, (SENCO) and she had taken a SENCO training course. The nursery manager stated that there was a good relationship between staff and the parents using the nursery, which was further evidenced when parents collected their children. The registered provider stated that the nursery involved parents in the day to day care of their children and they were asked to take in things for circle time and help children prepare for their topics and activities. Newsletters were sent out to parents throughout the year, copies of which were available for inspection. A development report, which was based on the six areas of learning, was written on each child in June and December and sent out to parents.

Display books were prepared on topics throughout the year, including photos of the children taking part in activities, and these were available to parents in the hallways. Babies and children up to the age of three had daily reports to take home, showing sleep times, feeds, nappy changes and activities. One parent affirmed this by saying on the questionnaire, '*A sheet shows us what she has eaten, drank and played with throughout the day, also her mood in nursery*'. Basic notes were available for the parents of the pre school children. Staff who had been caring for the children were seen giving verbal feedback to parents when they collected their children. One parent commented in the questionnaire, '*Told by staff, my son tells me and written report provided*' and another said '*We have a good catch up at the end of each day*'. Parents were able to make an appointment to go into the nursery to see their child's records.

All required records were kept in the nursery. Staff completed room registers each morning and afternoon, when children arrived and these details were transferred to the main nursery register by the manager. Parents completed and signed medication permission forms on each day that the medication was to be administered. These were kept in the children's room with the accident records and existing injury records which were countersigned by parents. A copy was kept by the registered provider in order for her to monitor safety in the nursery and make any required risk assessments. One parent wrote on the questionnaire: '*Health and safety seems to be taken very seriously as I am informed of the slightest little bump or fall and have to sign a form to say I have been told.*'

All visitors were asked to sign in to nursery and also give their full address.

Requirements made since the last inspection report which have been met:

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New requirements from this inspection:

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Good practice recommendations:

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Quality of life

Inspector`s findings:

All of the children`s rooms were seen to offer a welcoming environment to the children. At the time of the inspection, the nursery had just been decorated for Christmas and large friezes included children`s work displayed in a very professional manner to give lovely big Christmas pictures in each room. There was a wide range of toys, equipment and activities in each room of the nursery, suitable for the age and development of the children. New toys and equipment had been acquired since the last inspection for use both inside and outside. The pre school had a canopy outside the garden door, giving them an outside classroom.

The children`s day was timetabled in order for them to share rooms like the hall and ball pool but other activities were play based, with the children having free choice of play and activities from the clear plastic storage boxes on the shelves. New chairs and tables and tables with bowl inserts in the pre school room made play practical and fun. The rooms were seen to be prepared for the children before they went into them after breakfast and throughout the day. Children were asked what they wanted to play with on the `tough spots` – the large black plastic play circles.

The nursery was registered with the Local Authority as an Early Years Provider of Education and had been inspected by Estyn in 2009. Topics were planned in advance and topic webs and planning sheets were used to cover all areas of the Foundation Phase. A variety of events were celebrated throughout the year and the children and their families had taken part in raising funds for Children in Need, Poppy Day and St David`s Hospice as part of the St David`s Day celebrations.

There were separate areas outside, at the rear of the premises, for the toddlers and pre-school children, which were used for physical play/outdoor classroom. The pre-school children also had boards attached to the fence which were used for chalking and group painting. The older children helped to look after the nursery rabbit. There were raised garden beds in the garden and the children had grown herbs, vegetables and flowers. The older babies had weekly planning activity sheets and also enjoyed sitting in their chairs in their dining area for painting and crayoning activities and messy play. The babies were often taken out in their double buggies for a walk in the park close to the nursery.

The pre school children had been taken on a trip to Willow Tree Farm in June 2010.

Requirements made since the last inspection report which have been met:

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New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

Quality of care and treatment

Inspector`s findings:

Children were cared for in a suitable environment and all appeared to be happy and comfortable in their appropriate age groups. Cuddles were available to children who needed them and young children could have their comfort object, e.g. dummy or blanket if they needed it throughout the day.

Each group of children split into smaller age related groups for some activities during the day, Children learnt to be confident and developed their self-esteem, which was evident with the older children who talked freely to each other, staff and visitors. All of the children in the nursery were seen to be confident in the inspector's company.

The nursery had just started to renew the Torfaen Healthy Living Award Scheme, covering healthy eating, emotions and road safety. The babies each had a keyworker who was responsible for their individual development, observations and reports.

The registered provider stated that there were no behaviour management concerns in the nursery but that any would be dealt with in a calm manner and staff were seen to act as positive role models to the children. One parent wrote on the questionnaire *'My daughter is somewhat strong willed at times but her keyworkers have such a great caring way with her that she responds positively.'* It was said that sanctions would be applied with respect to the child's age and understanding and physical punishment/intervention would never be used. An incident sheet was used to record incidents, which could then be discussed with the parent. Staff had asked for training on managing biting. Personality clusters were completed every three months for the children.

Children were said to be taught about personal hygiene through their daily practice and through topics. Staff who needed to renew First Aid training were booked onto a course the week following the inspection. Children's health care needs and parental permission to seek emergency treatment were recorded on their admission forms. Parents were contacted if their child became ill in nursery.

Administration of medicines would only take place following the written instruction from the parent showing the time that the last dose was given at home. Medication brought into the nursery was said to be checked by the manager and stored in the first aid cupboard in the kitchen or in a plastic container marked with a red cross in the fridge.

Medication records were regularly double checked by the registered provider.

Children were provided with breakfast of cereal and toast at 8.00 am, a two course meal midday, a snack mid morning and light tea in the afternoon. The pre-school children were seen to help themselves to drinks at snack and teatime. Parents provided relevant information to the nursery of any special dietary requirements when they completed the application forms. These were noted on lists in the relevant dining areas. Mid morning and teatime, the children were given a choice of milk, squash or water. Water was served with the midday meal and especially during warmer weather was also available to the children in their playrooms. The children were offered a drink when they woke up and when they came in from the garden.

Food was seen to be stored safely. Groceries were said to be delivered to the nursery every two weeks and stored appropriately. Temperature probes were used during cooking and samples of food were kept.

The children over 18 months all sat together at tables in the hall for their meals. Babies ate in their dining areas, using low chairs. They were nursed by a member of staff when they had their bottle of formula milk, which was provided by the parents and stored in the baby fridge. When weaning, parents would either send in pureed food, or the children would be given pureed fruit or vegetables, provided by the nursery, until they were able to eat suitably blended nursery food or dried food. Where possible, a similar alternative

would be offered for children who were on special diets; e.g. vegetarian sausages would replace pork sausages for those children who were vegetarian or did not eat pork. Special dietary food was prepared by the cook and served directly from the kitchen. The part-time cook and six of the childcare staff had Basic Food Hygiene certificates. Food was dated in order for it to be used in rotation.

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Requirements which remain outstanding:

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New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

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Staffing

Inspector`s findings:

Mrs Samphire was a qualified teacher and had been a full day care provider for over 20 years.

All staff, except new staff who had just applied, had an enhanced certificate from the Criminal Records Bureau, (CRB), which were renewed every three years. New staff completed health declaration forms. All new CRB certificates received since the last inspection were available for inspection.

All staff, except new assistants, were NNEB/Level 3 qualified. Training courses were available through Torfaen Family Information Service. During the last year staff had taken training on food hygiene, first aid, Foundation Phase, Health and Safety, Teacher Talking, Manual Handling, Welsh and Social and Emotional Well-being.

The staff files were not available at this inspection, but had been seen to be in order previously. The nursery manager carried out staff supervision and formal staff appraisal took place once a year and the records were available for inspection. Staff were able to state the areas of the nursery they preferred working in and to discuss their training needs. Staff working in the baby departments were experienced in working with babies. The registered provider notified CSSIW of staff changes during the year.

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Good practice Recommendations:

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Conduct and management of the service

Inspector`s findings:

Each group of children had their own unit of rooms, with the toddlers and pre-school children, on the ground floor having an area for messy play, floor/free play and table top activities. Folding tables and stacking chairs were used to enable the rooms to be also used for other activities. The children were grouped as follows:- babies, aged up to approximately 18 months, toddlers 18 months to nearly 3 years and pre school, age rising 3's to 4 years. Correct staffing ratios were seen to be maintained throughout the day. The floating manager, unqualified assistant, who was also office based and the nursery manager and deputy were available for cover and sometimes staff were "borrowed" from other nurseries if their numbers were low to cover for absences and staff training. Managers covered for staff breaks. Staff worked on a rota system for start and finish times, when the number of children in the nursery was lower. It was said that the nursery actively promoted equal opportunities and anti discriminatory practice and the children were encouraged to take part in all activities. Different religious and cultural festivals were celebrated throughout the year and included Chinese New Year, Hanuka, Mardi Gras, Holi, Baisakhi, Wesak and Chinese Dragon Boat. Maps and globes had been used by the older children during different topics and children were made aware of different countries of the world. Food tasting also took place with the pre-school children as part of their 'around the world' and multi cultural topics. Information relating to the child's background was included on the admissions form. There was Public Liability Insurance through the Wales PPA with the Royal and Sun Alliance. Copies of the certificate were displayed in the nursery foyers. It was due for renewal on 1.04.11. Seven of the questionnaires, issued on behalf of CSSIW, were returned from parents following the inspection. All showed a positive response to the questions asked. Additional comments included: '*Lovely nursery with good facilities, staff are very friendly and informative. My son loves the place*'; '*Staff have a wonderful way and manner with the children which allows a lovely relationship to develop and therefore a beneficial fruitful environment*'.

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New requirements from this inspection:

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Good practice recommendations:

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Complaints and protection

Inspector`s findings:

The complaints policy was displayed on the wall in the hall and also in brief in the parents' prospectus. Complaints were dealt with by the nursery manager and could be taken to the Senior Manager and Registered Provider if necessary. The registered provider and nursery manager felt that the nursery's open approach with the parents had enabled them to raise concerns directly with the manager.

The nursery manager and deputy had taken child protection training in October 2009 and cascaded information to staff in the nursery as was Torfaen's policy. Staff had been given leaflets and information and made aware of symptoms of abuse with children. Staff had to sign that they had completed this in-house training. The nursery manager and deputy were the designated persons responsible for Child Protection issues. There was a copy of the "All Wales Child Protection Procedures" available in the nursery.

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New requirements from this inspection:

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Good practice recommendations:

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The physical environment

Inspector`s findings:

The premises is a detached property in its own grounds. The nursery had been decorated in 2008 when it was also partly renovated and continued to look in good decorative order. The two baby units on the first floor had their own cot rooms, with glass doors and monitors, to enable staff to both watch and listen while the babies slept. They generally slept to normal routines as at home. The two toddler groups had sleep mats, which were put on the floor in a separate playroom to enable the children to rest after their lunch. Each group had its own bathroom/nappy changing room. There were two separate, secure outside play areas for the toddlers and pre-school children, each having a paved area for push and ride toys and a grassed area and were seen to be well equipped. There was a separate office at the front of the premises, which could be locked. There was a separate staff room on the ground floor with its own kitchen area and resources for the children's activities. The laundry facilities were in a locked cupboard. The kitchen door was kept closed except when all of the children had been seated and their meals were being served and dishes cleared.

The registered provider and nursery manager stated that they actively promoted safety in the nursery. Health and Safety Regulations formed part of the staff induction training. Fire drills took place every two months and when a new member of staff started. Risk assessments were carried out by the nursery manager and staff in each room were seen to be vigilant to children's safety. The main front doors were always locked and visitors only entered and left the nursery accompanied by a member of staff. When children were taken on outings, extra adults were taken in order that the children had a ratio of 1:2/3. A bus which was fitted with seat belts was used to transport children on outings. Risk assessments on outings were completed by the registered provider prior to the outing and permission slips were completed by parents.

The registered provider completed a premises and safety checklist as part of the pre-inspection documentation to confirm that safety measures in the nursery were in place.

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