

Care and Social Services Inspectorate Wales

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

**Inspection report
Sessional day care**

Bluebelle Nursery

The Recreation Hall
The Close
Portskewett
Chepstow
NP26 5TQ

Date of publication – 28th November 2008

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Care and Social Services Inspectorate Wales

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Name of setting:	Bluebelle Nursery
Contact telephone number:	07778 962724
Person in charge:	Beverley Rees
Number of places:	26
Date of this visit:	7 th November 2008
Dates of other relevant contact since last report:	None
Date of previous report publication:	April 2007
Inspected by:	Elyzabeth Jones

Guidelines on inspection

Introduction

This report has been compiled following an inspection of the daycare setting undertaken by the Care and Social Services Inspectorate Wales (CSSIW) under the provisions of the Children Act 1989 as amended by the Care Standards Act 2000 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.

CSSIW inspectors are authorised to enter and inspect a registered daycare setting at any time. Inspection enables 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 Sessional Day Care.
- The registered provider's own Statement of Purpose

At inspection, (which are in the main unannounced) CSSIW tries to capture the views and experiences of service users by means of questionnaires for the parents/carers and any staff, engagement with children who use the setting as well as information drawn from the provider's own self-assessment. 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 are 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 website:

www.cssiw.org.uk

Summary

This inspection was unannounced and the findings in this report were based on

- information provided in the Self Assessment Form (SAF) prior to inspection
- Information on the playgroups website
- comments in the 5 Care and Social Services Inspectorate Wales (CSSIW) parent questionnaires which were returned prior to inspection
- on observations of activities, routines and interactions during the inspection
- conversations with children and staff
- viewing of a sample of staff files and accident records

A sample of policies was viewed and some minor amendments suggested.

The group is held in the Recreation Hall in Portskewett and has been based there for 25 years. There is no maintained nursery provision in the village so children attend the group until they go to reception class. The group have Early Years Education Provider status but have not had an Estyn inspection for 8 years.

The room was clean and light and appropriate safety measures were seen to be in place. There is a small paved area to the rear of the hall which children can use at any time and it was said that this was due to be extended. The field around the hall and the children's playground adjacent to it were also said the used on a regular basis.

On the day of inspection there was a wide choice of play activities which had been well planned, were easily accessed by all the children and which provided interesting and stimulating learning opportunities. The principles of the Foundation Phase were seen to be put into practice and the ethos of the group is to encourage the children to exercise some independent choices and promote their self esteem.

The interactions between the staff and children were observed to be caring and positive and conversations with staff evidenced a good understanding of child development and individual children's needs.

The staff group is a consistent one. The staff are experienced child carers with a range of skills and qualifications and they regularly attend training sessions and both the supervisor and the deputy have taken on commitments in Higher Education in order to develop their knowledge. A sample of staff files showed that employment practices had been carried out.

Relationships between staff and parents appeared to be good. The CSSIW parent questionnaires that were returned offered positive comments about the care and service and showed that parents were kept informed about the activities within the group through a variety of methods which included newsletters and coffee mornings.

The group met the requirements of the Childminding and Day Care (Wales) Regulations

2002 and exceeded the National Minimum Standards.

The children were actively engaged throughout the session and staff were motivated, enthusiastic and alert to the children's needs.

Choice of service

Inspector's findings:

The group continued to provide both verbal and written information for parents enabling them to make an informed choice about whether they wish to place their child in the group. There was a welcome booklet for parents and visits the group prior to enrolling their child were welcomed and encouraged. There is also a website which would allow parents to look at policies, procedures, plans and photographs of activities and events. When a placement was agreed, contract forms which set out the terms and conditions of the service were completed and signed by both parties. The CSSIW parent questionnaires confirmed that they had been made aware of or had access to core policies and procedures.

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:

A variety of methods were in place to identify and record children's individual needs, preferences and abilities. During the inspection 2 parents placing their children in the group were present and staff spent time with them discussing the proposed arrangements.

Discussion with the supervisor and staff evidenced a good understanding of the need to respect and work with individual requirements. Children with additional physical or educational needs were said to be welcomed into the group and staff worked with parents and other professionals in order to address children's needs.

The premises were on the ground floor and would be accessible to children and adults with mobility difficulties.

Information for parents was displayed on a notice board in the foyer and copies of policies, inspection reports and other useful information was also kept there where they were readily accessible. Newsletters and activity plans were available to parents and they were encouraged to become involved in their child's learning. There is also information available on the group's website and the CSSIW parent questionnaires confirmed that they received information in a variety of ways. A number of the staff team had originally become involved with the group as parent helpers and on the day of inspection a volunteer whose children had attended the group continued to support them after her children had moved on to school.

A small sample of records was inspected on this occasion. These were up to date and in good order. Minor accidents were recorded and dealt with appropriately and parents are asked to sign the record. The supervisor was aware of requirements relating to retention of records and notification to CSSIW of significant events and complies with these requirements.

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Quality of life

Inspector's findings:

The practice within the group was innovative and the group had embraced the principles of the Foundation Phase. All permanent and relief staff had attended training relating to the Foundation Phase.

The group is a provider of early years education for Monmouthshire County Council and the Early Years Advisory Teacher was said to visit the group regularly. As there is no maintained nursery provision in the area, many children attend the group for two years prior to starting school. Whilst the session was structured the children were able to move freely between indoor and outdoor areas and were given opportunities to exercise choice and develop independence and self-esteem.

Indoor activities included art and craft, book corner, role play, construction, puzzles and access to a computer. The latest project was encouraging pencil skills/mark making through activities set to music. This was observed on the day of inspection and the children were seen to be enjoying this method of learning. Use was made of simple words and phrases in Welsh throughout the session.

Children could play outside whenever they wished and there were wellies and all weather jackets available. Although the outdoor play area was quite small there was sufficient room for a range of activities and in dry weather could be extended onto the playing fields around the hall. The supervisor said that they also made occasional use of the playground next to the hall and went for walks locally.

Throughout the session the interactions between the staff and the children were relaxed and positive. The group also had good links with the local school and visits to the school were said to take place regularly to attend assemblies.

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Good practice recommendations:

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Quality of care and treatment

Inspector's findings:

Written policies relating to behaviour management, health and medication and provision of food and drinks were in place. The children were observed to be confident and well behaved and staff gave them praise and encouragement. All members of staff held current First Aid certificates and the supervisor had stated on the SAF that a First Aid kit was maintained. Daily routines promoted children's awareness of good personal hygiene. An exclusion policy regarding the care of children who were ill was in place. Administering medication would not be routine practice as the children attend only for short periods of time each day but appropriate forms and procedures were in place should they be needed.

During the morning a drink and snack is provided for the children. A healthy diet was encouraged and parents were asked to support the group by providing food. In line with the Foundation Phase a 'café' style snack time had been implemented. This meant that children were told when the café was open and they could then come and help themselves if they wanted to. They poured their own drinks and helped themselves to the snack provided and then sat at a table to eat and drink. A member of staff monitored the activity and gave help where needed. Two members of staff have attended food hygiene training.

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Good practice recommendations:

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Staffing

Inspector's findings:

Staffing of the group continued to be stable and consistent and all members of staff had training, experience and qualifications appropriate to their roles.
 A sample of staff files was viewed and the required documentation and checks were in place. All members of staff received formal annual appraisal together with ongoing daily discussions and frequent staff meetings.
 Staff were encouraged to attend training events to increase knowledge and skills. The supervisor and deputy were undertaking Higher Education Degrees in relevant subjects.

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Good practice recommendations:

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Conduct and management of the service

Inspector's findings:

The group is managed by a committee of parents and the supervisor takes responsibility for the day to day running of the group. The supervisor stated that there was due to be a change in the registered persons and committee members in the near future and was aware of the processes of informing CSSIW.

Public liability insurance was in place and the certificate was on display in the foyer.

There was a written equal opportunities policy and the development of anti discriminatory attitudes in children was positively encouraged through a range of planned activities and positive images. The supervisor said that they had recently celebrated Diwali.

A quality assurance system was in place with the views of parents being sought both formally via a questionnaire and informally through day to day discussion. Staff were encouraged to offer comments and suggestions for improvement or development.

Children's views were sought through observations and conversations and they had also had the opportunity to use a camera to record their view of the group. Their opinions had been incorporated into the annual report.

During discussion with the supervisor it was suggested that they continue to develop their annual report further to more accurately reflect the excellent practice within the group.

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Good practice recommendations:

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Complaints and protection

Inspector's findings:

Policies and procedures to deal with possible complaints or child protection issues were in place. Some minor amendments were suggested to both policies.
 The supervisor had attended child protection training in February 2008 and was the designated child protection coordinator. During conversation it was agreed that it would be beneficial if all staff attended child protection training.

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Good practice recommendations:

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The physical environment

Inspector's findings:

The group meets in the Recreation Hall and whilst the building is quite old the room was light and clean and well maintained with ample space for the number for children attending. The group had use of the main hall and a smaller room leading off it. A very good range of play equipment and child sized furniture was available and this appeared to be clean and in good condition. At the time of the inspection appropriate safety measures were in place and throughout the session staff were observed to be conscious of children's safety. The supervisor had stated on the SAF that written risk assessments were in place and that these are regularly reviewed. The group has sole use of the hall during their sessions but equipment has to be put away at the end of each sessions as the premises is used by other groups. However, it was evident that the staff put a good deal of effort into making the space welcoming and child centred whilst they were there.

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