

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 – 8th November 2010

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Care and Social Services Inspectorate Wales

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| Name of setting: | Bluebelle Nursery |
| Contact telephone number: | 07778 962724 |
| Registered Persons | Beverley Rees, Sharon Edmunds |
| Person in charge: | Beverley Rees |
| Number of places: | 26 |
| Date of this visit: | 6 October 2010 |
| Dates of other relevant contact since last report: | N/A |
| Date of previous report publication: | December 2008 |
| 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

Bluebelle Nursery is a well established group. They have met in the Recreation Hall in Portskewett and have provided a registered childcare service to the local community for 27 years. The group have also been approved as early years education providers by Monmouthshire County Council and they were inspected by Estyn in May 2009.

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

- information provided in the Self Assessment Form (SAF)
- feedback from 7 Care and Social Services Inspectorate Wales (CSSIW) parent questionnaires
- feedback from 4 CSSIW staff questionnaires
- observations of activities, routines and interactions during the inspection
- conversations with children and staff
- viewing of a sample of accident records and policies

The hall where the group meets is set well off the main road in a large plot of open land. The group uses 2 adjoining rooms and the main playroom is spacious and has doors leading onto an outdoor play area behind the hall. The outdoor area is fenced and has a grassed area and an area covered with an impact absorbent surface. There is also access to the large playing fields behind the hall.

The staff group is a stable one with a range of skills and qualifications and there has always been a commitment to developing their knowledge and skills through attending training courses.

On the day of inspection the children were able to choose freely from a wide choice of play activities and learning opportunities both indoors and outdoors and all were busy were actively engaged throughout the session. The staff were warm and caring towards the children and showed a good understanding of their individual needs and different stages of development.

Relationships between staff and parents appeared to be good and the CSSIW parent questionnaires that were returned offered positive comments about the care and service provided. One parent commented, *'Bluebelle staff work very hard to welcome parents and children. I am pleased with everything they do'* and another parent said *'My daughter and son have both thoroughly enjoyed Bluebelle Nursery and I would recommend it to anyone'*.

There were no requirements identified at the time of inspection although some minor

recommendations were made in relation to organisation of paperwork. Overall the group were judged to be providing a valued and well run childcare service.

Choice of service

Inspector`s findings:

The group provided both verbal and written information for parents about the service they provided. In addition to the welcome booklet the well set out website enabled parents to look at policies, procedures, plans and photographs of activities and events. The feedback from the CSSIW parent questionnaires showed that parents' main reasons for choosing the setting were the location and the excellent reputation of the nursery within the community. One parent said *'Well respected nursery within the area and has an excellent reputation. It also has good links with the local school'*.

When a placement was agreed, contracts were completed and signed by both parties.

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

| Action required | When completed | Regulation number |
|-----------------|----------------|-------------------|
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Requirements which remain outstanding:

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

New requirements from this inspection:

| Action required | Timescale for completion | Regulation number |
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Good practice recommendations:

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Planning for individual needs and preferences

Inspector`s findings:

When a child began attending the group their needs would be assessed through discussion with parents and observation of the child in the setting. Their needs and preferences were recorded when they began attending and throughout their time in the group regular observations were carried out and the outcomes recorded in their individual files.

Children with additional physical or educational needs were said to be welcomed into the group and staff would work with parents and other professionals in order to meet the children`s needs. The premises were on the ground floor and would be reasonably accessible to children and adults with mobility difficulties.

A parent notice board in the foyer along with a policies and procedures file and inspection reports were some of the means of keeping parents informed and involved. Newsletters, emails, a well organised website and regular coffee morning events also helped to keep parents involved in their children`s learning and upcoming events and activities. It was stated in the SAF that parents were actively encouraged to join in the sessions and that a number of them had taken up training opportunities and worked in the group.

A small sample of records was looked at and was seen to be completed appropriately. Some suggestions were made about improving the format used for recording accident records. The length of time records should be retained for and the need to be aware of data protection legislation was discussed with the supervisor.

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New requirements from this inspection:

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Good practice recommendations:

- The format used to record accidents/incidents could be improved.

Quality of life

Inspector's findings:

The group worked to the principles of the Foundation Phase and staff had attended the relevant training courses and received regular support from an advisory teacher employed by Monmouthshire County Council.

On the day of inspection the session followed a routine and structure but between the group times which all children took part in they were able to choose their own activities and move freely between the indoor and the outdoor play area. The children understood that if they wanted to play outside they had to check if there was an adult outside first and they were seen to follow this rule.

Indoor activities included art and craft, book corner, role play, construction, puzzles and access to a computer. Welsh was used throughout the session and staff and children were seen to be comfortable and confident with this.

The group had good links with the local school and church and visits to both took place regularly. The children attended assemblies at the school and events such as harvest festival, Easter and Christmas services at the church. There was ample photographic evidence of the children participating in and enjoying these events and activities.

The staff offered praise and acknowledged children's efforts and achievements frequently throughout the session and interactions between the staff and the children were warm and caring.

One parent commented in a CSSIW parent questionnaire *'I would like to say that the nursery is excellent. They have made me and my son feel like a part of a family and the way my son has developed there is phenomenal'*.

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Good practice recommendations:

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Quality of care and treatment

Inspector's findings:

Written policies were in place relating to behaviour management, health and medication and provision of snacks.

The majority of staff held current First Aid certificates and the supervisor had stated on the SAF that a First Aid kit was maintained within the setting.

An exclusion policy regarding the care of children who were ill was in place. Medication would not be administered as the children attend only for short periods of time each day but appropriate recording forms and procedures were in place should they be needed. During the morning a drink and snack was provided for the children. A healthy diet was encouraged and a 'café' style snack time was in place. A member of staff monitored this and gave help where needed but generally children poured their own drinks and helped themselves to the snack provided and then sat at a table to eat and drink. The SAF stated that a number of staff had attended food hygiene training.

On the day of inspection the children's behaviour was managed consistently and their age and level of understanding was taken into account.

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Good practice recommendations:

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Staffing

Inspector`s findings:

The staff group had the appropriate training, experience and qualifications and the majority had been working in the group for many years. The SAF stated that staff files were kept and that the requirements regarding staff recruitment and employment were met.

All members of staff received formal annual appraisal together with ongoing daily support and discussions. In addition to this regular staff meetings took place.

Staff were encouraged to attend training events to increase knowledge and skills and were seen to have taken advantage of any training they were offered and to also have sought out their own training opportunities.

CSSIW staff questionnaires evidenced that staff felt supported in their work and felt able to raise any concerns issues with their managers.

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Requirements which remain outstanding:

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New requirements from this inspection:

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Good practice recommendations:

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Conduct and management of the service

Inspector's findings:

The group has always been managed by a voluntary management committee mostly made up of parents with the supervisor taking responsibility for the day to day running of the group. The committee was said to meet regularly to ensure that the group ran smoothly.

Public liability insurance cover was in place and the certificate was on display in the foyer. There was a written equal opportunities policy and there was photographic evidence of children taking part in a number of cultural events such as Diwali. There were also resources and books that reflected our diverse society.

A quality assurance system was in place and an annual report was produced based on the group's review of service. Children's views about their time spent at the group were sought through using the Mosaic Approach, which included giving the children access to a camera to record their views of the group. The views of parents were sought both formally via a questionnaire and informally by day to day discussion and staff were encouraged to offer comments and suggestions for improvement or development. During staff meetings and formal appraisals. The views and opinions of all those consulted had been incorporated into the annual report and an action plan had been developed. The report was available to all interested parties in hardcopy and on the website.

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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.

The supervisor had attended child protection training in February 2008 and was the designated child protection coordinator.

There was a lack of child protection training available for childcare staff in Monmouthshire and the supervisor said she was pursuing the possibility of the using the online NSPCC training package. Staff were aware of and had access to the All Wales Child Protection Guidelines.

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Good practice recommendations:

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The physical environment

Inspector's findings:

The Portskewett Recreation Hall is quite old but the main playroom was light and clean and well maintained with ample space and sufficient child sized furniture. In addition to the main playroom there was a smaller room leading off it and a fenced secure outdoor play area.

The front door of the hall was kept locked throughout the session and the door on the playroom was kept shut with a latch out of the children's reach.

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 were regularly reviewed. The format for recording risk assessments was discussed during the inspection and some suggestions made as to how this could be developed further.

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.

The toilets were outside of the playroom so children were accompanied when they needed to use them.

It was felt that the carpet/rug in the main hall should be replaced as the edges were curling up and presented a trip hazard.

The parents who responded to the CSSIW parent questionnaires were satisfied with the health and safety measures in place.

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New requirements from this inspection:

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Good practice recommendations:

- The format for recording risk assessments could be developed further.
- The carpet/rug in the main hall should be replaced.