

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 21 November 2008

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Care and Social Services Inspectorate Wales

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Date of this visit :	29 October 2008
Dates of other relevant contact since last report:	
Date of previous report publication:	28 November 2007
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 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 was one of four nurseries owned by Mr and Mrs Samphire. The premise was a detached property in its own grounds. The rooms were brightly decorated with pictures and friezes. There was a comprehensive brochure, available for parents, which was used by all of the nurseries. This had recently been updated to reflect the revised times of opening, holiday care provided for older children and amended policies.

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, to enable staff to both watch and listen while the babies slept. Indoor physical play areas were available and shared by all of the children in the nursery, except the very young babies. Each group 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. There was a separate office at the front of the premises where confidential records were stored and staff and parents could talk in private with management. 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. The nursery was registered with the Local Authority as an Early Years Provider of Education and was also inspected by Estyn. Major work had taken place in the nursery during the two weeks shut down in August to alter the pre school rooms so that the children had immediate access to the outside play area. Much new equipment had also been purchased for the provision of the foundation phase for nursery aged children.

Babies up to the age of two had daily reports to take home, showing sleep times, feeds, nappy changes and activities. Staff gave verbal feedback to the parents when they collected their children from the nursery foyer.

Most staff held a current First Aid Certificate and also a Basic Food Hygiene Certificate. The age groupings in the nursery follow the recommendations of the National Minimum Standards. There was a good atmosphere in the nursery and staff were seen to work well together as a team. The National Minimum Standards and the Childminding and Daycare (Wales) Regulations 2002 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, and a summary of the policies. An admission application form and a childcare agreement were also included. The brochure had recently been updated to reflect the revised times of opening, holiday care provided for older children and amended policies.

There was a website which contained full information for parents and testimonials from past and present parents.

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.

Parents were given their own copy of this agreement. Parents' information was updated as necessary.

An open day was held once a year for both current and new parents and parents were invited to look around the nursery without an appointment, enabling them to see children playing in the nursery.

Monitoring of the quality of care given to the parents and children had recently taken place 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 office and copy of the Notice of Decision following a recent variation to the age of the children attending was displayed in each 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:

The settling in policy was reviewed in September 2008. 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 before the placement began. Parents completed an information sheet for babies, detailing their normal routine at home. There was a written policy on special needs and the nursery was prepared to take children with special needs. The deputy manager was the nominated Special Educational Needs Co-ordinator and she had recently 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 by the questionnaires returned to CSSIW as part of the inspection process. 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 up to the age of two had daily reports to take home, showing sleep times, feeds, nappy changes and activities. Staff who had been caring for the child were seen giving verbal feedback to all of the parents when they collected their children. 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. Accident records and existing injury records were maintained by room staff and 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.

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New requirements from this inspection:

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Good practice recommendations:

Quality of life

Inspector`s findings:

All of the children's rooms were seen to offer a welcoming environment to the children. Large friezes included children's work, which was displayed in a very professional manner and showed the themes that the children had been following recently. 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 recently for use both inside and outside the nursery to implement the Foundation Phase for the nursery aged children. 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.

The nursery was registered with the Local Authority as an Early Years Provider of Education and was also inspected by Estyn. Topics were planned in advance and topic webs and planning sheets were used to cover all areas of the ACCAC desirable outcomes for children's learning. A variety of events were celebrated throughout the year. 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. They had just had raised garden beds put into the garden and during the inspection the children planted daffodil bulbs.

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 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 Greenmeadow Farm in June and a pantomime trip to the Riverfront Theatre was planned for December 2008.

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Good practice recommendations:

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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 usually split into smaller age related groups for some activities during the day, but on the day of inspection, numbers were lower in the nursery as it was half term and the children mostly stayed together as one group. 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. The toddler and baby groups were also seen to be confident in the inspector's company.

The nursery had completed the Torfaen Healthy 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.

There was a written policy on behaviour management, which was reviewed in September and a separate policy on bullying. Sanctions would be applied with respect to the child's age and understanding and physical punishment/intervention would never be used. Staff were seen to act as positive role models to the children. An incident sheet was used to record incidents, which could then be discussed with the parent. Personality clusters were completed every three months for the children.

There was a written policy in the nursery on health care, including the exclusion of children who were ill. Children were said to be taught about personal hygiene through their daily practice and through topics. Nine staff held a current First Aid certificate. Children's health care needs and parental permission to seek emergency treatment were recorded on their admission forms. There was a written policy on the administration of medicines in the nursery and this would only take place following the written instruction from the parent showing the time that the last dose was given at home. Each child had individual sheets kept with their records and parents also signed these when they collected their child. 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 the fridge.

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.

The kitchen was renewed when the alterations were made to the nursery in August and there was seen to be more preparation space. It has now been designed so that nursery staff can access the sink and dishwasher without getting in the way of the cook and cooking area. 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. On the day of inspection the babies were seen to really enjoy their lunch and their finger food for tea.

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 many 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:

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Good practice recommendations:

Use a plastic container to store medication in the fridge.

Staffing

Inspector`s findings:

Mrs Samphire was a qualified teacher and had been a full day care provider for 19 years. Staff had an enhanced certificate from the Criminal Records Bureau, (CRB). New staff had applied for an enhanced CRB and also completed health declaration forms. New CRB certificates received since the last inspection were available for inspection. Most staff were NNEB qualified or equivalent. Those who were not fully qualified were working towards this through NVQ training. Training courses were available through Torfaen Family Information Service. During the last year staff had taken training on food hygiene, first aid, Foundation Phase, Additional Educational needs, Awareness of Autism, SENCO, Code of Practice for SEN and Cultural Diversity.

The staff files were available for inspection. References had been taken up from the last employer and a staff photo was kept on each staff file. The nursery manager carried out staff supervision and formal staff appraisal took place once a year. As part of this, 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 having an area for messy play, floor/free play and table top activities. Folding tables 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 2½ years and pre school, age 2½ years to 4 years. Correct staffing ratios were seen to be maintained throughout the day. There had recently been a variation made to the registration of the nursery to care for children aged 4 to 8 years during the school holidays, when the number of nursery children attending was lower. The inspection took place during half term in order to monitor this but there were no school aged children attending that particular day.

Major work had taken place in the nursery during the two weeks shut down in August to alter the pre school rooms so that the children had immediate access to the outside play area. This also entailed moving the children's toilets and the nursery kitchen.

The floating manager, unqualified assistant, who is 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 nursery was lower.

There was a written policy in place on Equal Opportunities which referred to the children, staff and toys and activities. 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. 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' 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. The certificate was displayed on the office notice board in the nursery. This was due for renewal on 1.04.09.

Nine questionnaires, issued on behalf of CSSIW, were returned from parents prior to the inspection and all evidenced that they had read the nursery policies and annual inspection report, were made to feel welcome by staff and were told daily about their child's day in nursery. Additional comments made further evidenced how pleased parents were with the care that their children received and the progress they had made since being in nursery. Examples included: "They are really flexible because of my work shift pattern"; "My experience of all staff at this nursery is of a warm, caring and dedicated team of professionals" and "On my initial visit I was given a warm welcome and an in depth tour of the nursery. I found all staff to be very friendly and helpful. This was to be expected on a visit but I am glad that this service has been given every day since both of my children have attended. I am always informed of their day. I would recommend Greenfields to any parent seeking childcare."

Issues raised by parents as part of this feedback were discussed with the registered provider and manager during the inspection.

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Good practice recommendations:

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Complaints and protection

Inspector`s findings:

The nursery had a written complaints policy which included details of the CSSIW. This was previously reviewed and updated to include the revised regulation of the Amendment of the Childminding and Daycare (Wales) Regulations 2002(2006). The policy was displayed on the wall in the hall and also in brief in the parent's 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 would enable them to raise concerns directly with them, which was evidenced by a parent on the questionnaire, which stated "I find all staff helpful and efficient and feel if I ever did have any complaints or concerns there would be no problem letting staff or management know." The nursery had received one complaint in the last year concerning a child who had been bitten by another child. The complaint was dealt with by local resolution and a copy of the complaint log was sent to CSSIW with the SAF.

The nursery had a written policy on child protection. The nursery manager had taken child protection training in the last year but other staff were having difficulty in accessing a course. Staff had been given leaflets and information and made aware of symptoms of abuse with children. 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 was a detached property in its own grounds. The nursery had been decorated when the recent alterations were made, new flooring had been laid in the hallways and a new carpet had been fitted on the stairs.

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.

There was a separate office at the front of the premises where confidential records were stored and staff and parents could talk in private with management or parents. 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 are 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. 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, often relations to staff, are used in order that the children had a ratio of 1:2/3. A bus which was fitted with seat belts would be used to transport children on outings. Staff cars would never be used to transport children. 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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Good practice recommendations: