

# **Care and Social Services Inspectorate Wales**

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

**Inspection report  
Full day care**

**Greenfields Private Nursery**

Chepstow Road  
Langstone  
Newport  
NP18 2LU

**Date of publication 9 February 2009**

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**Care and Social Services Inspectorate Wales**

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Name of setting :	Greenfields Private Nursery
Contact telephone number:	01633 411043
Person in charge:	Sharon Evans
Number of places:	46
Date of this visit :	15 January 2009
Dates of other relevant contact since last report:	
Date of previous report publication:	8 May 2008
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](http://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 these documents were not seen at this inspection. The inspection centred on the perusal of everyday records, observation of the care of the children and talking to the staff and children.

Greenfields Private Nursery School at Langstone is one of four nurseries owned by Mr Terry and Mrs Julie Samphire. The Langstone nursery is a detached property in its own grounds on Chepstow Road. The rooms were brightly decorated with pictures and friezes, showing much evidence of children's work and the artistic skills of the nursery staff working there. 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/areas. Indoor physical play area was available and shared by all of the children in the nursery, with the exception of the very young babies. There were three bathroom areas in the nursery adjacent to children's play rooms. There were two separate outside play areas for the toddlers and pre-school children, each having a paved area and an all weather, impact absorbing area. The pre school area also had a canopy enabling the children to use it in all weathers.

There was a separate office on the first floor of the premises where confidential records were stored and staff and parents could talk in private with management. All required records were kept in the nursery or in the main office at the Magor site and were made available for inspection. There was a separate staff room next to the office with its own kitchen area and staff resources for the children's activities.

There was a wide range of toys, equipment and activities in every room of the nursery, suitable for the age and development of the children. Topics were planned in advance and topic webs and planning sheets are used to cover all areas of the Birth to Three Matters and Foundation Phase. The nursery was registered with the Local Authority as an Early Years Provider of Education.

The baby unit, on the first floor, had two separate play rooms both with adjacent cot rooms.

Feedback from parents given on questionnaires had been positive and gave praise to the staff working at the nursery and stated how happy and settled their children were.

The provider had completed the premises and safety checklist as part of the SAF and confirmed that safety measures were in place on the premises.

All of the National Minimum Standards and the Childminding and Daycare (Wales) Regulations 2002 were 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.

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 had recently taken place and parents had completed questionnaires for both themselves and their children. A report of the outcome had been completed and made available to the parents. The providers' review of quality of care report had also been completed as part 2 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 on the parents notice board in the 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.

The nursery was prepared to take children with special needs, depending on the individual need and requirements. There were no children with special needs currently attending nursery. There were nappy changing facilities on each floor of the nursery. The registered provider had a copy of the current Code of Practice for the Identification and Assessment of Special Educational Needs.

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.

During the year the children had been involved with charity fund raising events and parents and families were encouraged to take part in these.

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.

### 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:**

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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. Large friezes included children's work, which were 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.

The nursery was registered with the Local Authority as an Early Years Provider of Education and was also inspected by Estyn. New toys and equipment had been acquired recently for use both inside and outside the nursery to implement the Foundation Phase for the three and four year olds. 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. An advisory teacher attended the pre-school group every other week and a Welsh teacher had also attended last term.

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. The pre-school garden also had a covered area enabling the children to use their outside classroom during all weathers.

The younger children followed the Birth to Three Matters plan and the staff caring for these children were responsible for their own choice of topics and planning. The babies 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 to the park or the garden nursery next 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 in December.

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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 nurturing environment and all appeared to be happy and comfortable in their relative age groups. 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 the Inspector. Children were given cuddles and reassurance as they needed throughout the day.

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.

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. Six 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. 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. 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.

Each group of babies took turns to eat in their kitchen on the first floor, using low chairs, depending on their age and stage of development. Parents sent in bottles of formula milk which were clearly labelled for each child and stored in the fridge in the baby kitchen. Babies were nursed while they were given their milk.

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 and was delivered weekly to the nursery. Temperature probes were used during cooking and samples of food were kept.

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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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## Staffing

### Inspector`s findings:

Mrs Samphire is 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. During the last year staff had taken training on Foundation Phase, additional educational needs and Cultural Diversity.

The manager was on maternity leave and there was an acting manager and acting deputy manager in place.

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.

Since the last inspection, there had been three new staff employed in the nursery and two staff transferred from another Greenfields Nursery. There were currently four staff away on maternity leave. The staff appeared to be working well together. The registered provider notified CSSIW of staff changes during the year.

Staff meetings were held once or twice a term as required.

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### New requirements from this inspection:

Action required	Timescale for completion	Regulation number

### Good practice Recommendations:

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## Conduct and management of the service

### Inspector`s findings:

Each age 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 in the toddler room and the hall to enable the rooms to be also used for other activities. During the day the children took turns in small groups in each of their play areas. Pre school children were able to choose their activities in accordance with the Foundation Phase.

The age groupings in the nursery followed those set out in the National Minimum Standards. It was registered for a total of 46 children, of whom no more than 21 could be under the age of 2 years. Correct staffing ratios were seen to be maintained throughout the day. Children would sometimes be moved up to the next group in the nursery before their second and third birthdays, but in this event, the lower age staff ratio would be adhered to.

Managers covered for staff breaks. Staff worked on a rota system for finishing time, when the number of children in nursery was lower. 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. This had been put into place for older siblings who had recently left nursery to go to school.

The registered provider stated that the staff actively promoted equal opportunities and anti discriminatory practice and the children were encouraged to take part in all activities.

There were some children attending from different countries. Throughout the year different festivals were celebrated and wall displays and scrap books reflected this. Information relating to the child's background was included on the admissions form. 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.

There was Public Liability Insurance through the Wales PPA with the Royal and Sun Alliance in place. The certificate was displayed on the office notice board in the nursery. This was due for renewal on 1.04.09.

Six of the questionnaires issued on behalf of CSSIW were returned prior to the inspection with positive comments on the care their children received. Additional comments included: *"The staff speak frankly and honestly about all daily issues regarding my children and show a genuine regard for their development and well being."* *"Overall very happy with the premises, activities and layout. Staff extremely welcoming and helpful."* *"...The increased flexibility they are now offering is much appreciated."*

At the time of inspection, the nursery had just completed the WPPA Quality Assurance Scheme, which was due to be assessed the following week.

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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 had been 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. The nursery had dealt with two complaints during the last year, both of which had been resolved through local resolution and not brought to the attention of CSSIW. The registered provider sent details of each complaint with the SAF prior to the inspection.

The nursery has a written policy on child protection, which was revised in September 07. Staff were given leaflets and information and made aware of symptoms of abuse with children. The manager was the designated person responsible for child protection and staff would refer to her if they had concerns about a child.

The nursery had a copy of the revised "All Wales Child Protection Procedures" produced by the Welsh Assembly in April 2008.

Further staff should take Child Protection training when it becomes available.

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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 were maintained in a safe manner for the children. Risk assessments on the premises and equipment were carried out by managers and staff and were last reviewed in July 2008.

Each age group of children had their own independent unit with toilet and/or nappy changing areas. The children had shared use of the hall on the ground floor and the ball pit on the first floor. The baby department on the first floor had two sleep rooms furnished with a separate cot for each child. There was also a baby kitchen/dining room which was also used for messy play.

The outside play area had patio slabs and all weather, impact absorbing surface, giving the children a larger and safer play area for use throughout the year. Wellington boots and umbrellas were available for the pre school children to play out in the rain.

A good range of equipment was available in the nursery. Additional toys and activity equipment had been acquired during the last year for all age groups.

The registered provider assisted by her managers, actively promoted safety in the nursery. The nursery managers and the persons in charge of each room checked children's rooms for safety. The provider completed the premises and safety checklist as part of the SAF and confirmed that safety measures were in place on the premises. The gas boiler had been serviced in January 2009. Fire safety equipment was checked every six months. Fire drills took place every 2 – 3 months and when new staff started. These were recorded on the log at the back of the register.

Staff vehicles were not used to transport children. A coach with seat belts was hired for children's outings and permission slips were obtained from parents for these events.

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### Good practice recommendations:

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