

Care and Social Services Inspectorate Wales

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

**Inspection report
Full day care**

Greenfields Nursery

Magor Court
Magor
Newport
NP26 3BZ

Date of publication 25 February 2011

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Care and Social Services Inspectorate Wales

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Name of setting :	Greenfields Nursery
Contact telephone number:	01633 889389
Registered Person/Responsible Individual	Julie Samphire
Person in charge:	Lynda Williams
Number of places:	58
Date of this visit :	21 January 2011
Dates of other relevant contact since last report:	
Date of previous report publication:	26 th March 2010
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 amended or new policies were seen at this inspection. The inspection centred on the perusal of everyday records, observation of the care of the children, talking to the staff and children and took place during a morning.

Greenfields Nursery Magor is one of four nurseries owned by Julie and Terry Samphire. It is a detached property, set in its own grounds. There was a comprehensive brochure, available for parents, which was used by all of the nurseries. The nursery is registered to provide care for 52 children, aged from birth to eight years, in separate units of babies, toddlers and pre-school/school aged children, although children had not returned once they had started school.

The correct staff ratios were seen to be met and staff were available to cover during the day to allow for staff breaks.

The nursery was seen to be bright and welcoming, with many wall displays including children's work and showing the various topics which had recently been covered. One parent wrote on the questionnaire for CSSIW that the premises was "*Always clean and tidy with bright interesting wall and window displays that change regularly.*"

There was an outside play area which the children used daily. The children also had shared use of a ball pool and hall on the ground floor.

Children were cared for in small age appropriate groups and took part in a full range of activities throughout the day. All staff except two were NNEB qualified or Level 3 equivalent.

Throughout the year different festivals were celebrated and children were made aware of the world they lived in and different cultures.

All required records were kept in the nursery and where required were countersigned by the parent. They were all available for inspection but not all were viewed this time. All of the children were seen to be happy and busily occupied. Staff followed routines which were planned around different topics throughout the year. Children learnt to be confident and develop their self-esteem. They were given cuddles and reassurance as they needed during the day.

The provider had completed the premises and safety checklist on the SAF confirming that safety measures were in place on the premises. All of the National Minimum Standards and the Childminding and Daycare (Wales) Regulations 2002 and associated amendments were met in full at this inspection.

Choice of service

Inspector`s findings:

There was a comprehensive brochure, available for parents, which was used by each of the four nurseries in the group. This included all of the details about the nurseries, with pictures of the children playing and a summary of the nursery policies. An admission application form and a childcare agreement were also included. There was a website which contained full information for parents and testimonials from past and present parents. The registration certificate was kept on the notice board in the main hall for the parents to see.

The questionnaires completed for CSSIW prior to the inspection showed that parents had chosen the nursery because it was: *'close to home, had a good reputation, had good reports, its happy atmosphere and happy children, location, ease of access and the opening times.*

On applying for a place in the nursery, parents completed a childcare agreement, which included the conditions as set out in the brochure. Parents were given their own copy of this agreement, which was signed by the parent and nursery manager. The hours and days of attendance could change according to parents' needs and this was noted separately.

Monitoring of the quality of care had 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 in January 2010. This was kept on the notice board. The providers' review of quality of care report had also been completed as part 2 of the SAF. Views of staff were sought at regular staff meetings which were held every two months and through daily discussions with the manager.

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:

All parents completed details of their child's needs, preferences and abilities on the admissions forms. Children were able to come into nursery for short periods before the contract started to enable them to settle in. Parents completed a sheet for babies, detailing their normal routine at home and this formed the first page of their development books. Development records were maintained every week and the books were given to parents when their child left nursery. Parents were welcomed into the nursery by prior arrangement to discuss their child's development.

There was a nominated Special Educational Needs Co-ordinator and the manager had taken training on Special Educational Needs in the Early Years. There was a copy of the current Code of Practice for the Identification and Assessment of Special Educational Needs kept in the nursery. There were no children attending at the time of inspection with identified special needs.

During and after each topic, a large scrapbook was made including examples of children's work, quotes of comments made and photographs of the children taking part. These were available for the parents to look at in the hall when they collected their children. During the inspection, the pre school children were enjoying looking at these as a group activity.

A member of staff from the child's room would normally take the child to the parent waiting in the hall, enabling them to discuss the child's day. This was affirmed by parents on the questionnaires completed for CSSIW. The nursery sent out children's development reports twice a year. Newsletters were sent out to parents during the year as required. Babies up to the age of two had daily report sheets to take home, showing sleep times, feeds, nappy changes and activities.

Room staff completed room registers when children arrived and the manager transferred these details to the main nursery register. The staff wrote any messages from parents in room books, kept in each individual playroom. All required records were kept in the nursery and where required, these were countersigned by the parent. They were all available for inspection but not all were viewed this time. The registered provider also kept a copy in order for her to monitor safety in the nursery and make any required risk assessments. All visitors to the nursery completed the visitors book in the entrance hall.

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New requirements from this inspection:

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Good practice recommendations:

Quality of life

Inspector`s findings:

There was a wide range of toys, equipment and activities in each room of the nursery, suitable for the age and stage of development of the children using that room. New toys and equipment had been acquired recently for use both inside and outside the nursery. Topics were planned in advance and topic webs and planning sheets were used. The pre school children covered the same topics in each of the nurseries and followed the Foundation Phase. At the time of the inspection, they were enjoying learning about Dinosaurs. The toddler and baby groups made their own plans according to individual staff and children's choices. On the day of the inspection, the toddlers had been sticking with glitter on twigs to imitate the frosty morning.

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. See-through drawers were used in the craft rooms, enabling children to select their own materials for art and craft. The pre school children were also seen doing a Welsh language activity with Joie Dan 5.

Various festivals were celebrated throughout the year and the display boards, scrap books and photographs in the nursery reflected this. At the time of this inspection the children were preparing for Mothers Day and Easter. The topic display books showed the wide range of activities that the children covered throughout the year and also included comments made by the children during the activity. The toddler group had turned their home corner into an underground area with hibernating animals, roots and worms.

There were separate areas outside, at the rear and side of the premises, for the toddlers and pre-school children, which were used for physical play. The pre school group had a new covered decking area which was used as the outside classroom during wet weather. Babies could also access outdoor areas in the warmer weather.

The younger children followed the Birth to Three Matters plan and the babies enjoyed sitting in their chairs in their dining area for painting and crayoning activities and messy play. During the inspection, they took turns at finger painting. The babies were taken out in their double buggies for a walk to the enclosed public park, where the older ones could have a swing and a little run around. Staff took a nursery mobile phone when they were away from the premises.

The pre school children had been taken on a trip to Walnut Tree Farm near Newport in June.

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Quality of care and treatment

Inspector`s findings:

The children were cared for in a warm and caring atmosphere provided by the staff and all appeared to be happy and comfortable in their appropriate 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 were no behaviour issues in the nursery at the time of the inspection other than temper tantrums with the toddlers. Staff were seen to act as positive role models to the children. Where necessary, it was said that appropriate 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 be firm but fair and would use distraction, time out and if needed, talk to the child about their behaviour. An incident sheet was used to record incidents, which could then be discussed with the parent.

Children who were ill did not attend nursery and a parent would be called if the child became ill during the day. Children learnt personal hygiene through their daily routines and through their topic work. Toys were washed regularly and in the baby room this was done on a daily/weekly basis when the children were asleep.

Eight members of 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. Medication could be administered in the nursery and this only took place following the written instruction from the parent, including the time that the last dose had been given at home. A record was maintained on the medication sheet, which would also show each individual child's medication history. Medication brought into the nursery was checked by the manager and was signed in and out. The Registered Provider checked all medication and accident reports.

Children were provided with breakfast, a snack mid morning, two-course meal midday, and a light tea in the afternoon. The menus had been devised in accordance with the children's preferences. The toddlers and pre school children all sat together at tables in the hall for their meals. They were given a range of fresh, tinned and dried fruit and fresh, tinned and frozen vegetables as part of the four-week menu. During the inspection they had fish cakes, mashed potatoes, frozen mixed vegetables and parsley sauce. The older children were able to choose their drinks and pour their own from small jugs set on the table. Parents notified the nursery of any special dietary requirements when they completed the application forms and the manager ensured that the cook and staff supervising meal times were aware of these. The kitchen was maintained to a good standard of hygiene and food was stored safely. Food was delivered directly from the supermarket every week. A new cook had started in post since the last inspection and she and three staff had up to date training in food hygiene and all staff had completed a Basic Food Hygiene course more than three years ago. Two staff were booked on to a course in January and March 2011.

The babies ate in their kitchen on the first floor, using low chairs, depending on their age and stage of development. A member of staff nursed babies when they had their bottle of formula milk, which was provided by the parents. When weaning, parents would either send in pureed food or jars or the children would be given nursery food - blended vegetables or dried, boxed food until they were able to eat blended nursery meals.

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Good practice recommendations:

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Staffing

Inspector`s findings:

The Provider, Mrs Samphire, is a qualified teacher and has been a full day care provider for over twenty years. Established staff had an enhanced certificate from the Criminal Records Bureau (CRB). New certificates were available in nursery for the inspector to check. There were three new nursery nurses in the nursery since the last inspection one member of staff had left and two were on maternity leave. All staff except two were NNEB qualified or Level 3 equivalent. The other staff had completed training to Level 2 at the time of the inspection. New staff were taken on initially for three months before their contract was made permanent.

Staff meetings were held once or twice a term as required. The registered provider kept CSSIW informed of staff changes throughout the year.

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 department were experienced in working with babies.

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Good practice Recommendations:

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Conduct and management of the service

Inspector`s findings:

The nursery is registered to care for 52 children. Each group of children had their own unit of rooms, with the toddlers and pre-school children having their own area for messy play, floor/free play and table top activities. Folding tables were used to enable the children to have more room for other activities. Children chose their activities throughout the day. The toddlers and pre-school children also had their own access to the garden. Correct staffing ratios were maintained throughout the day.

The manager was on maternity leave at the time of the inspection and the deputy was acting manager. Staff could be borrowed from other nurseries if their numbers were low to cover for absences. There was also a floating manager, who was available for cover in all of the nurseries. Staff worked on a rota system for early starts and late finishes, in order to fully cover the 10½ hours that the nursery was open. This arrangement was satisfactory, as numbers were usually lower towards at the start and end of the day.

The nursery was seen to actively promote equal opportunities and anti discriminatory practice and the children were encouraged to take part in all activities. Throughout the year different festivals were celebrated and children were made aware of the world they lived in and different cultures. During the last year themes had included Mardi Gras, Thanksgiving and American Independence, Chinese New Year, Kite Flying, Moon Festival and Dragon Boat, the Jewish festivals including Hannukah, Passover and Yom Kippur and Diwali, Eid and Holi Festivals. There were multi cultural dressing up clothes and play food available. The wall displays and scrapbooks reflected the range of activities within the themes. Information relating to the child`s background was included on the admissions form.

There was Public Liability insurance in place through the Wales Pre School Providers Alliance with the Royal and Sun Alliance, which was due for renewal on 31.03.11. The certificate was displayed on the staff room notice board in the nursery.

Questionnaires were distributed on behalf of CSSIW as part of the inspection process and seven were returned. They all gave positive feedback regarding the care that their children received. Additional comments made included: *‘My child loves going to nursery. The staff are enthusiastic and caring. They bring up any concerns about him e.g. ‘He wasn’t himself today’. Friends and relatives comment on how confident, articulate and sociable he is and I feel that a lot of this is down to the excellent care at Greenfields I feel my child has been given an excellent start in life due to her attending Greenfields Nursery. She is confident and has been given the opportunity to learn every day and try new things’.*

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Complaints and protection

Inspector`s findings:

There was a written complaints policy in place and included contact details of the local CSSIW office. This was displayed on the notice board in the hall and also in the parent's prospectus. Complaints were dealt with by the nursery manager, in the first place and could be taken to the Registered Provider if necessary. A complaints record form was available to be used to record any complaints/concerns that parents may raise. One parent commented on the questionnaire that her concern had been handled 'Very efficiently – concern noted and resolved very quickly.'

The nursery had a written policy on child protection. Staff were given leaflets and information and made aware of symptoms of abuse with children. The nursery manager and an experienced staff member were the designated persons responsible for Child Protection issues. The nursery had a copy of the "All Wales Child Protection Procedures" produced by the Welsh Assembly. Six staff had attended Child Protection training in the last three years. Those who had attended training would disseminate the information and hand-outs to the other staff in nursery.

Staff mobile phones were kept in the staff room.

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Good practice recommendations:

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The physical environment

Inspector`s findings:

The nursery is a detached premises set in its own grounds. At the time of the inspection, it was seen to be maintained in a safe manner for the children and was clean and well decorated. New carpet had been fitted in the baby rooms since the last inspection. The registered provider carried out spot checks in the nursery and the manager was given a list of tasks that had to be completed to ensure high standards were maintained. Managers and staff carried out risk assessments on the premises and equipment; the nursery manager had taken risk assessment training. Risk assessments were last reviewed in October 2010. The front door was kept locked and only opened by a member of staff.

There was an enclosed outside play area, which was divided into two separate areas for the toddlers and pre-school children.

All of the children's rooms were large and bright with a feeling of space. The rooms were all seen to be well decorated with large friezes and mobiles, showing recent topics with much evidence of children's work. One parent wrote on the questionnaire for CSSIW regarding the premises, "*Always clean and tidy with bright interesting wall and window displays that change regularly.*"

A good range of equipment was available in the nursery. Each unit had an excellent range of toys and activities for the children. The children used folding tables and stackable plastic chairs, in order to give them more space in the playrooms.

Each baby was allocated its own cot in one of the two sleep rooms. Babies were usually taken out for walks in double buggies, either in the morning or afternoon, when the weather and staff numbers allowed. Each unit had its own toilet/nappy changing facilities and sanagenic bins were used for nappies.

The registered providers, assisted by the managers, actively promoted safety in the nursery. Health and Safety Regulations formed part of the staff induction training. Fire safety equipment was checked every year and met Regulatory Reform (Fire Safety) Order 2005. Fire drills took place approximately every one to two months and these were recorded in the fire logbook. Gas fittings had been checked in October 2010 and electrical equipment had been PAT tested in March 2010.

When children were taken on outings, written consent was given by parents. It was stated that extra adults were used in order that the children had a ratio of 1:2/3. A recognised transport company, which was fitted with seat belts was used to transport children on outings. Staff cars were not used to transport children. During the last year the pre-school children had an outing to Walnut Tree Farm near Newport.

Mrs Samphire had completed the premises and safety checklist as part of the SAF and confirmed that the required safety measures were in place on the premises.

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