

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
NP26 3BZ

DATE OF PUBLICATION 24 April 2008

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CARE AND SOCIAL SERVICES INSPECTORATE WALES

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Number of places:	52
Date of this visit :	18 March 2008
Dates of other relevant contact since last report:	
Date of previous report publication:	
Inspected by:	John Nutley

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

Greenfields Nursery Magor is one of four nurseries owned by Julie and Terry Samphire. It is a detached property, set in its own grounds. The nursery is registered to provide care for 52 children, aged from birth to five years, in separate units of babies, toddlers and pre-school children. The correct staff ratios are met and additional staff are available to cover during the day to allow for staff break.

The nursery is bright and welcoming, with many wall displays including children's work and showing the various topics which have recently been covered. There is an outside play area which children use daily. The children also have shared use of a ball pool on the ground floor.

Children are cared for in small age appropriate groups and take part in a full range of activities throughout the day. Appropriately qualified staff care for them. Unqualified staff are all undertaking training to NVQ 2 or 3 in childcare.

There is a comprehensive brochure, available for parents, which is used by all of the nurseries. Before the child starts in nursery, parents complete a childcare agreement, which includes the conditions as set out in the brochure. Children can come in to nursery for short periods to visit before the contract starts. Parents complete a sheet for babies, detailing their normal routine at home. The nursery is able to take children with special needs depending on the individual need and requirements. Parents are given the opportunity to come into nursery at a pre-arranged time to look at their children's records and daily exchanges of information take place with a member of staff with responsibility for caring for their child. Children under the age of two have daily reports to take home, showing sleep times, feeds, nappy changes and activities.

All required records are kept in the nursery and where required are countersigned by the parent. All of the children appeared to be happy and busily occupied throughout the day. Staff follow routines which are planned around different topics throughout the year. Children learn to be confident and develop their self-esteem. They are given cuddles and reassurance as they need during the day.

The nursery actively promotes equal opportunities and anti discriminatory practice and the children are encouraged to take part in all activities. Throughout the year different festivals are celebrated and children are made aware of the world they live in and different cultures. Information relating to the child's background is included on the admissions form.

The kitchen is maintained to a good standard of hygiene and food is stored safely. The

toddlers and pre school children all sit together at tables in the hall for their meals. The two groups of babies take turns to eat in their kitchen on the first floor. A member of staff nurses babies when they are given their bottle of formula milk.

The nursery has written policies on all aspects of the care given to the children. The provider has completed the Technical Checklist as part of the pre-inspection documentation and confirmed that safety measures are in place on the premises.

All of the National Minimum Standards and the Childminding and Daycare (Wales) Regulations 2002 are met in full. There is one good practice recommendation made in this report, which is as result of the amendment of the new All Wales Child protection Procedures which comes into place on 1 April 08.

CHOICE OF SERVICE

Inspector's findings:

There is a comprehensive brochure, available for parents, which is used by each of the four nurseries in the group. This has been revised since the last inspection and is a user-friendly document and includes illustrations of the children and settings. Parents complete a childcare agreement, which includes the conditions as set out in the brochure. Parents are given their own copy of this agreement, which is signed by the parent and nursery manager. The hours and days of attendance may change according to parents' needs and this is noted separately.

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 complete details of their child's needs, preferences and abilities on the admissions forms. Children can come into nursery for short periods before the contract starts to enable them to settle in. Parents complete a sheet for babies, detailing their normal routine at home.

The nursery currently has on its register a child with special needs and the relevant staff have received training in the care the child requires. There is a nominated Special Educational Needs Co-ordinator and the manager has taken training on Special Educational Needs in the Early Years. There is a copy of the current Code of Practice for the Identification and Assessment of Special Educational Needs kept in the nursery.

During and after each topic, a large scrapbook is made including examples of children's work, quotes of comments made and photographs of the children taking part. These are available for the parents to look at in the hall when they collect their children. A member of staff from the child's room will normally take the child to the parent waiting in the hall, enabling them to discuss the child's day. The nursery involves parents in the day to day care of their children and they are asked to take in things and help children prepare for their topics and activities. The nursery sends out children's development reports twice a year. Newsletters are sent out to parents during the year as required. Babies up to the age of two have daily report sheets to take home, showing sleep times, feeds, nappy changes and activities. Room staff complete room registers when children arrive and the manager transfers these details to the main nursery register. The staff write any messages from parents in room books, kept in each individual playroom. Parents complete and sign medication slips and records are kept on the administration of medication. All required records are kept in the nursery. Accident records, incident records and existing injury records are maintained and countersigned by parents. These records are kept on each child in a file, which is kept in the first aid cupboard. The registered provider in order for her to monitor safety in the nursery, and make any required risk assessments also keeps a copy.

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Good practice Recommendations:

QUALITY OF LIFE

Inspector's findings:

There is a wide range of toys, equipment and activities in every room of the nursery, suitable for the age and development of the children using that room. New toys and equipment have been acquired during the year. Topics are planned in advance and topic webs and planning sheets are used. During the day all of the children were asked what they would like to do by staff. See-through drawers are now used in the craft rooms, enabling children to select their own materials for art and craft. Plastic storage boxes with lids have replaced the plastic toy baskets, keeping the toys cleaner. The children's day is timetabled for meals and outside play and inside physical activity and to ensure that the children take part in a wide range of activities.

Various festivals are celebrated throughout the year and the display boards, scrap books and photographs in the nursery reflect this. At the time of this inspection the children were preparing for Easter. The topic display books show the wide range of activities that the children cover throughout the year and also include comments made by the children during the activity.

There are separate areas outside, at the rear of the premises, for the toddlers and pre-school children, which are used for physical play. Babies can also access these areas in the warmer weather.

The older babies have weekly planning activity sheets, to ensure that a full range of activities is available to them. They also enjoy sitting in their chairs in the dining area for painting activities.

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New requirements from this inspection:

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Good practice Recommendations:

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QUALITY OF CARE AND TREATMENT

Inspector's findings:

Children are cared for in a warm and caring atmosphere provided by the staff, and all appear to be happy and comfortable in their appropriate age groups. Children learn to be confident and develop their self-esteem, which is evident with the older children who talk freely to each other, staff and the Inspector. Children are given cuddles and reassurance as they need throughout the day.

There is a written policy on behaviour management, including bullying which is also included in the parents' prospectus. Children's behaviour is dealt with in a positive way and sanctions are applied with respect to the child's age, understanding, physical punishment/intervention is never used. An incident sheet is used to record incidents, which are then be discussed with the child's parents.

There is a written policy in the nursery on health care, including the exclusion of children who are ill. Children learn personal hygiene through their daily routine and in their topic work. Children help to feed the rabbit and keep its cage clean.

The deputy manager, who is the designated first aid officer, checks the first aid box monthly, and any necessary equipment is replaced. Eight members of staff hold a current First Aid certificate. Children's health care needs and parental permission to seek emergency treatment are recorded on their admission forms. There is a written policy on the administration of medicines in the nursery and this only takes place following the written instruction from the parent, including the time of the last dose given at home. A record is maintained in the medication book, which will also show each individual child's medication history. Medication brought into the nursery is checked by the manager and is signed in and out. The Registered Provider checks all medication and accident reports.

Children are provided with breakfast, a snack mid morning, two-course meal midday, and a light tea in the afternoon. The children are given a range of fresh, tinned and dry fruit and fresh, tinned and frozen vegetables as part of the two-week menu. The older children are able to choose their drinks and pour their own from small jugs set on the table. Parents notify the nursery of any special dietary requirements when they complete the application forms and the manager ensures that the cook and staff supervising meal times are aware of these. The kitchen is maintained to a good standard of hygiene and food is stored safely. The nursery cook has completed a Basic Food Hygiene course. The toddlers and pre school children all sit together at tables in the hall for their meals.

The babies are divided into two groups and take it in turns to eat in their kitchen on the first floor, using low chairs, depending on their age and stage of development. A member of staff nurses babies when they have their bottle of formula milk, which is provided by the parents. When weaning, parents will either send in pureed food, or the children will be given dried-boxed food until they are able to eat blended nursery food.

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

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Requirements which remain outstanding:

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New requirements from this inspection:

Action required	Timescale for completion	Regulation number

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 a number of years. Established staff each have an enhanced certificate from the Criminal Records Bureau (CRB). There are three new staff in the nursery since the last inspection. Most staff are NNEB qualified or equivalent. Other staff are working towards this through NVQ or CACHE training. New staff are taken on initially for three months before their contract is made permanent.

During the last year staff have taken training on synthetic phonics, outdoor play in the early years, top tots physical play and maths is fun. Staff meetings are held once or twice a term as required.

The Registered Provider has completed formal staff appraisal on all staff.

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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:

Each group of children has 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 are used to enable the children to have more room for other activities. Children choose their activities throughout the day. The toddlers and pre-school children also have their own access to the garden.

The age groupings in the nursery follow the recommendations of the National Minimum Standards and the nursery is registered for a total of 52 children. Correct staffing ratios are maintained throughout the day. The manager is very experienced and has been working at Greenfields since November 1998. The nursery manager and deputy are available for cover and sometimes staff are borrowed from other nurseries if their numbers are low to cover for absences. On the day of the inspection three staff called in sick, however replacement staff were found within 30 minutes. There is also a floating manager who is available for cover in all of the nurseries. Managers cover for staff breaks and supervise the children at mealtimes. Staff work on a rota system for late finishes, in order to fully cover the ten hours that the nursery is open. This arrangement is satisfactory, as numbers are usually lower towards the end of the day.

There is a written policy in place on Equal Opportunities, which refers to the children, staff, toys and activities. The nursery actively promotes equal opportunities and anti discriminatory practice and the children are encouraged to take part in all activities. Throughout the year different festivals are celebrated and children are made aware of the world they live in and different cultures. The wall displays and scrapbooks reflect this. Information relating to the child's background is included on the admissions form.

The provider keeps financial accounts of her business and uses an accountant. She has a public liability insurance through the Wales PPA with the Royal and Sun Alliance, which is displayed on the staff room notice board in the nursery.

Of the questionnaires distributed on behalf of CSIW as part of the inspection process, three were returned. They all gave positive feedback regarding the care that their children received. Parents had chosen the nursery setting for the following reasons: location, reputation and older sibling had previously attended. Other comments included "The premises are always clean, colourful and tidy".

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New requirements from this inspection:

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Good practice Recommendations:

COMPLAINTS AND PROTECTION

Inspector's findings:

The nursery has a written complaints policy which was reviewed in September 07 and includes contact details of the local CSSIW office. This is displayed on the notice board in the hall and also in the parent's prospectus. Complaints are dealt with by the nursery manager and can be taken to the Registered Provider if necessary. A complaints record form can be used to record any complaints/concerns that parents may raise. There have been no complaints received by the nursery or the CSSIW during the last year.

The nursery has a written policy on child protection, which was revised in September 07. Staff are given leaflets and information and made aware of symptoms of abuse with children. The nursery manager is the designated person responsible for Child Protection issues. The nursery has a copy of the "All Wales Child Protection Procedures" produced by the Welsh Assembly. The nursery needs to obtain a copy of the revised "All Wales Child Protection Procedures" when this becomes available in April 2008.

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:

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Good practice Recommendations:

The nursery must ensure it obtains a copy of the revised "All Wales Child Protection Procedures" when this becomes available in April 2008.

THE PHYSICAL ENVIRONMENT

Inspector's findings:

The premises are a detached building set in its own grounds. It is maintained in a safe manner for the children. Managers and staff carry out risk assessments on the premises and equipment; the nursery manager has had risk assessment training.

All of the children's rooms are large and bright with a feeling of space. The rooms are all seen to be well decorated with large friezes and mobiles, showing recent topics with much evidence of children's work.

The nursery is maintained in good condition. There is an enclosed outside play area, which is divided into separate areas for the toddlers and pre-school children.

A good range of equipment is available in the nursery. Each unit has an excellent range of toys and activities for the children. Additional toys and activity equipment have been acquired during the last year for all age groups. The children use folding tables and stackable plastic chairs, in order to give them more space in the playrooms.

Each baby is allocated with its own cot in one of the two sleep rooms. Babies are usually taken out for walks in double buggies, either in the morning or afternoon, when the weather permits. Each unit has its own toilet/nappy changing facilities and sanagenic bins are used for nappies.

The registered providers, assisted by the managers, actively promote safety in the nursery. Health and Safety Regulations form part of the staff induction training.

Fire drills take place approximately every one to two months and these are recorded in the fire logbook. Fire alarms call points are checked every week in rotation.

When children are taken on outings, extra adults are used in order that the children have a ratio of 1:2/3. A bus which is fitted with seat belts is used to transport children on outings. Staff cars are not used to transport children.

Mrs Samphire has completed the Technical Checklist as part of the pre-inspection documentation and confirmed that the required safety measures are in place on the premises.

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

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Good practice Recommendations:

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