

Care and Social Services Inspectorate Wales

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

**Inspection report
Full day care**

Greenfields Nursery

198 Tregwillym Road
Rogerstone
Newport
NP10 9EL

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Care and Social Services Inspectorate Wales

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Name of setting :	Greenfields Nursery
Contact telephone number:	01633 895141
Registered Person/Responsible Individual	Julie Samphire
Person in charge:	Sarah Williams
Number of places:	42
Date of this visit :	28 July 2009
Dates of other relevant contact since last report:	
Date of previous report publication:	17 July 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

Summary

Greenfields Nursery Rogerstone is one of four nurseries owned by Julie and Terry Samphire. It is a detached property, set in its own grounds and has been registered for nearly twenty years. The nursery is registered to provide care for 42 children, aged from birth to five years, in separate units of babies, toddlers and pre-school.

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 new and amended 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 staff and children.

The nursery had recently had new doors and windows fitted and new flooring had been put into some of the areas. There had been some re-organisation of the children's rooms. The nursery was seen to be bright and welcoming. The rooms were brightly decorated with pictures and friezes, showing much evidence of children's work and the artistic skills of the nursery nurses working there. There were two outside play areas for the toddlers and pre school children.

Children were cared for in small age appropriate groups and took part in a full range of activities throughout the day. The babies were seen to enjoy sitting in their chairs in their dining area for painting activities.

There were large flip chart books with pictures of the children's activities and samples of related work, which were available in nursery for inspection and for parents to be made aware of the large variety of activities that the children were involved with.

The children were cared for by appropriately qualified staff. Unqualified staff were all undertaking training to NVQ 3 in Childcare. Eight staff held an appropriate First Aid qualification. All staff had an enhanced certificate from the Criminal Records Bureau, (CRB), or were applying for a CRB if newly employed.

All of the children were seen to be happy and busily occupied throughout the day. The nursery met all of the Child Minding and Daycare Regulations 2002 in full.

Choice of service**Inspector`s findings:**

There was a comprehensive brochure, available for parents, which was used by all of the nurseries and was regularly updated.

Parents were invited to visit the nursery to enable them to make a choice. Parents completed an admission application form and 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. The hours and days of attendance could change according to parents' needs and this was noted separately.

A copy of the registration certificate was displayed on the wall in the office and in the children's entrance halls.

The management had conducted a review of the service by asking parents to complete questionnaires and include their children's views. Following this, a report had been written and copies of this were displayed on the parents' notice boards for them to read.

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:

Parents had completed details on their child's needs, preferences and abilities on the admissions forms. Children were able to come into nursery for short, settling in periods before the placement began. Parents completed an information sheet for babies, detailing their normal routine at home.

The nursery was able to take children with special needs depending on the individual need and requirements. The provider had the current Code of Practice for the Identification and Assessment of Special Educational Needs. The deputy manager had recently taken SENCO training.

There were photos of the children displayed in the nursery. The nursery offered parents the opportunity to come into nursery at a pre-arranged time or on the annual open day to look at their children's records. Flip chart books had been compiled showing pictures of the children in nursery and samples of their work and these were made available for parents to look at. The nursery had its own website which included details of the nursery, staff vacancies and testimonials from parents.

Children up to the age of two years had daily reports to take home, showing sleep times, feeds/meals, nappy changes and activities. Where possible, the child's key worker would hand the child over to the parent at the end of the day in order to discuss any issues with the parent. The nursery also kept a written record for the older children, so that parents could be informed at the end of the day.

Six monthly progress reports were written, showing details of the child's progress in all areas and these were given to parents in June and December each year.

Staff completed room registers when children arrived and these details were transferred to the main nursery register by the nursery manager. Accident records and existing injuries records were maintained and countersigned by parents. All confidential records were stored in the office.

All visitors to the nursery completed their name and address and reason for the visit. Notifications of staff changes were sent to CSSIW throughout the year.

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Good practice recommendations:

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Quality of life

Inspector`s findings:

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. The children's day was time-tabled, which enabled them to share rooms like the hall and ball pool. However the timetable was flexible enough to allow for free play and enabled the children to continue with an activity when they were particularly enjoying themselves, as required with the Foundation Phase. Topics were planned in advance and topic webs and planning sheets were used. The pre-school children also had some input into the planning.

The nursery was registered with the Local Authority as an Early Years Provider of Education and had just had a successful inspection by Estyn, (the education inspectorate for Wales). There were separate areas outside, at the rear of the premises, for the toddlers and pre-school, which were used for physical play throughout the day. Babies could also access these areas in the warmer weather and were also taken out for a walk in their pushchairs.

As babies were now older starting nursery there was only one baby room in operation, at the time of inspection. A weekly activity chart was used to ensure that all of the equipment was used each week. The babies were seen sitting in their chairs in their dining area for painting activities.

The 'Top End' children had been on an outing to Greenmeadow Farm earlier in the month and to the Pantomime in December.

Large flip chart books with pictures of the children's activities and samples of related work were available in the nursery for inspection and for parents to be aware of the large variety of activities that the children were involved with.

The nursery continued to be well decorated with pictures displaying children's work and evidence of their various topics.

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Quality of care and treatment

Inspector`s findings:

Children were seen to be cared for in a warm atmosphere provided by the staff and all appeared to be happy and comfortable in their appropriate age groups. It was stated that children learnt to be confident and develop their self esteem, which was evident with the older children who were seen to talk freely to each other, staff and visitors. Children were given cuddles and reassurance as they needed during the day. In general, staff were employed in their preferred age groups. Staff were asked to read the nursery policies as part of their induction and again at least twice during the year to ensure familiarity. The children in nursery were generally seen to be well behaved, except for some toddler tantrums. Sanctions were said to be applied with respect to the child's age and understanding and mostly distraction was seen to be used. An incident sheet was used to record incidents, which could then be discussed with the parent. Staff were happy to work with parents using sticker reward charts for a child

Children learnt personal hygiene through their daily practice and within their topics and an additional policy on health had recently been written. Eight staff held a current first aid certificate. Children's health care needs and parental permission to seek emergency treatment was recorded on their admission forms. Parents completed a medication form giving a daily instruction and the time that the last dose had been administered at home. The medication sheets were filed with individual child's records and these were all checked by the registered provider. Medication brought into the nursery was checked by the manager and stored in the medicine cupboard. The registered provider monitored all medication administered to children in the nursery.

Children were provided with breakfast, a two course meal midday, a snack mid morning and a light tea in the afternoon. There was a four week menu in place and this was displayed in hallways for parents to see. A range of fresh fruit and vegetables were provided daily. The children were all encouraged to drink milk at breakfast time. Mid morning and teatime, the children were given a choice of milk, squash or water. Water was served with the midday meal and during warmer weather was also available to the children in their playrooms, particularly after they had woken up or come in from playing outside. The kitchen was seen to be maintained to a good standard of hygiene and food was stored safely. The children all sat together at tables in the hall for their meals. The babies ate in their kitchen/dining areas, using low chairs. Babies were nursed by a member of staff when they had their bottle of formula milk, which was provided by the parents. When weaning, parents either send in pureed food or jars, or the children were given boxed food provided by the nursery, until they were able to eat suitably blended nursery food. Parents also sent in food for their baby if they did not eat tea. Parents of children with special dietary requirements liaised with the cook to ensure that the menu and ingredients used were suitable. Vegetarian alternatives were available and if necessary, parents would be asked to provide similar appropriate foodstuff to enable their child to join with their peers and not feel different. The cook and four staff held food hygiene certificates.

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Good practice recommendations:

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Staffing

Inspector`s findings:

Mrs Samphire is a qualified teacher and has been a full day care provider for nearly twenty years. All staff had received enhanced certificates from the Criminal Records Bureau (CRB), and these were updated every three years. New staff had completed health declaration forms. Most staff were NNEB or NVQ3 qualified. Those who were not fully qualified were working towards this through NVQ training. During the last year staff had taken training on various aspects of the Foundation Phase, First Aid and Food Hygiene. The Senior Manager took staff supervision and formal staff appraisal took place once a year.

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Good practice Recommendations:

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Conduct and management of the service

Inspector`s findings:

Children`s play areas on the ground floor had been re-organised since the last inspection and now the two toddler groups were together at one end of the nursery and the pre-school children, known in the nursery as Top End, had a larger play area which flowed and gave the children further free play activities during the day. The ball pool, shared by all of the children in the nursery had been moved into the top end area. Folding tables were used to enable the rooms to be also used for floor activities and circle time.

The top end children also had their own free access to the garden. Toddlers and babies used the toddler garden. Babies were usually taken out for a walk in tandem buggies either in the morning or afternoon.

Correct staffing ratios were said to be maintained throughout the day. The floating manager, 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. Managers covered for staff breaks. Staff worked on a rota system for finishing time (5:30 or 6pm), when the number of children in nursery was lower. Children would sometimes be moved up to the next group in the nursery before their second and third birthdays, but in this event, it was stated that the lower staff ratio would be adhered to.

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 religious and cultural festivals were celebrated. Since the last inspection, children had celebrated Chinese New Year and Hali as well as the Christian festivals, St David`s Day, Red Nose Day and Children in Need. Collections had also been made for the RLNI and St David`s Foundation. During the year the children had a Space topic which took them Africa, France and China. 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, and the certificate was displayed on the office notice board in the nursery. This was due for renewal 1st April 2010.

Five of the questionnaires, distributed to parents on behalf of CSSIW, were returned and gave mostly positive comments on the care their children received. Comments included: " *Our child has attended the nursery since he was a year old. We have been very happy with the friendliness of the staff and the stimulation offered.He always seems to enjoy going to nursery and happily runs to the front door We will no doubt be keeping him in the nursery until he starts school.*" Any issues raised by parents 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 complaints policy, which included details of the CSSIW, was displayed on the parents notice boards and was also in the parent's prospectus. Complaints were dealt with at local resolution by the nursery manager and could be taken to the Registered Provider if necessary. A complaints record form was in place to record any complaints/concerns that parents may raise. There had been no complaints in the last year.

Staff were made aware of child protection procedures and were given leaflets and information and made aware of the symptoms of abuse with children. There was a written policy on the procedure to follow in the event of an allegation being made against a member of staff. 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. Five staff had taken training on Child Protection in addition to that taken as part of their initial training.

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The physical environment

Inspector`s findings:

The premises is a detached property in its own grounds. Since the last inspection, new doors and windows had been fitted and new flooring had been laid in many of the rooms and hallways. A new entrance hall had been built at the top end so that the children had 'free flow' to an additional play room. Children's play rooms continued to be brightly decorated with pictures and friezes, showing much evidence of children's work and the artistic skills of the nursery nurses working there.

The baby unit had a separate cot room, with glass door and monitor, to enable staff to both watch and listen while the babies were asleep. The two toddler groups used sleep mats on the playroom floor to enable the children to rest after their lunch. Indoor physical play areas were available and shared by all of the children in the nursery. There were three bathroom areas throughout the nursery each attached to the three separate play areas. There were two separate areas outside for the toddlers and pre-school children, each having a paved area for push and ride toys and a grassed area, with slide, brick built play house and the new sand and activity centre. During the summer the baby groups could also access these areas. A plastic canopy was fitted outside the preschool messy play door, to enable the children to have an outside classroom.

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 second floor with its own kitchen area and resources for the children's activities. The laundry facilities were in a locked cupboard off the ball pool room.

The kitchen had been checked by Environmental Health. The door was kept closed except when all of the children were seated and their meals were being served and dishes cleared.

A good range of equipment was available in the nursery. Each unit was seen to have an excellent range of toys and activities for the children. Folding tables and stackable plastic chairs were used. New equipment had been acquired in the last year, particularly in the pre school unit for the Foundation Phase.

Each baby was allocated its own cot in the separate sleep room. Babies were usually taken out for walks in double buggies, either in the morning or afternoon, weather and numbers permitting. Babies had their own toilet/nappy changing facilities and sanagenic bins were used for the disposal of nappies.

The registered provider, Mrs Julie Samphire stated that staff actively promoted safety in the nursery. Health and Safety Regulations formed part of the staff induction training.

The registered provider had completed the premises and safety checklist as part of the SAF. Risk assessments were last reviewed in October 2008.

When children are taken on outings, extra adults, often relations to staff, were used in order that the children have a ratio of 1:2/3. A bus which was fitted with seat belts was used to transport children on outings. Staff cars were never used to transport children.

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