



Childcare Inspection Report on

Sadie & Frank's Day Nursery

**Coegnant Road
Nantyffyllon
Nr Maesteg
Bridgend
CF34 0TW**



Date of Publication

11 April 2019

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Description of the service

Sadie and Frank's Day Nursery Ltd is the provider of Sadie and Frank's Day Nursery and operates from a large detached single storey building within the Maesteg area of Bridgend. They are registered with Care Inspectorate Wales (CIW) to provide care for up to 19 children and currently accommodate children aged between three months and 12 years old. They operate Monday to Friday between 7:30am and 6:00pm. The responsible individual for the company is Morna Manson who is also the person in charge. The main language of the service is English with some Welsh used.

Summary of our findings

1. Overall assessment

Children at Sadie and Frank's Day Nursery are happy and settled. Leaders provide a range of resources and activities to promote younger children's overall development. However, this is not apparent for older children. Leaders have a good relationship with the children and overall ensure that their individual needs are met. The environment offers plenty of areas for children to play and learn. However, the temperature in the playrooms was very cold. Leadership and management is adequate, some areas require improvement.

2. Improvements

The responsible individual had made the following improvements in relation to issues identified at the previous inspection:

- ensured water is available to children at all times;
- completed training in food hygiene ;
- thrown the old toilet brushes lined up on the toilet radiator;
- ensured parents and staff had signed all accident records and;
- audited first aid kits to ensure they are suitable for use; however the items needed had not yet been purchased.

3. Requirements and recommendations

We notified the responsible individual that she was not compliant with the following;

- Fire precautions; this is because fire drills had not been practised or recorded since the summer of 2018 and
- fitness of premises; this is because the rooms used by children were not adequately heated and there were not enough age appropriate resources and toys for the older children attending.

As the responsible individual is not meeting the legal requirements and this is resulting in poor outcomes for children, we have issued non compliance notices in respect of each of these matters.

We made several recommendations at the back of this report.

1. Well-being

Summary

Children are relaxed and confident at the service. They have a sufficient voice and feel safe and happy. The children are developing fairly well.

Our findings

1.1 To what extent do children have a voice?

Children have a voice and are listened to at the service.

Throughout the inspection, children had free play opportunities; they helped themselves to the toys and resources available to them and chose what to play with. Children confidently said 'no' when they did not want to join in with activities such as painting and happily carried on playing with the dolls.

Children have a sufficient voice.

1.2 To what extent do children feel safe, happy and valued?

Children are comfortable at the service and have a good relationship with the adults caring for them.

Children were happy and settled. We saw that children had a good relationship with the staff. They were confident and at ease in their environment and approached the staff for cuddles and to sit on their lap at story time.

Children feel suitably safe and happy.

1.3 How well do children interact?

Children behave appropriately and co-operate according to their stages of development.

Children interacted well and with confidence. Children showed us their dolls and we saw them play co-operatively with staff. We saw the children sit quietly and listen to staff reading a story. Children's behaviour was good, they responded to staff's questions and instructions.

Children interact well.

1.4 To what extent do children enjoy their play and learning?

Children are interested in their play activities and enjoy free play.

Children enjoyed their play activities. They had an adequate choice of resources and freely moved around the playroom selecting toys. They really enjoyed playing with the dolls,

bathing them, dressing them and sitting them up to listen to the story. We also saw them concentrate for an appropriate length of time during story time.

Children appropriately enjoy their play.

1.5 How well do children develop, learn and become independent?

Children have some opportunities to develop their independence and individual skills.

Children confidently moved around the play rooms and helped themselves to the toys that they wanted to play with. We saw a child looking through boxes and deciding what to play with. Children played with dolls, we saw them attempt to dress them, with some assistance from staff. We heard staff talk to children about eating their vegetables and fruit, when a child pretended to eat the toy sweet corn. We heard children spontaneously sing a song and staff told us that children enjoy singing.

Children are developing fairly well.

2. Care and Development

Summary

This inspection did not focus on care and development on this occasion because the inspection focused on a concern received in relation to environment and leadership and management. This whole theme will be considered at future inspections.

We did, however, see staff engage with children in a positive manner. We saw two children's 'take home books' which showed what they had eaten, and found that they were given lots of pasta dishes. However, these were for part time children, and a list of recorded foods was provided after the inspection. This showed children did have a mix of carbohydrates such as rice and potatoes. However, there was no reference to vegetables. During our second visit, the responsible individual told us that children are now offered a variety of fruits such as bananas, apples, oranges, grapes and strawberries. Staff told us they know the children well and meet their individual needs, however, this was in conjunction with parental wishes. The responsible individual informed us that no children were currently being funded on a 1:1 basis.

3. Environment

Summary

Leaders do not always provide a safe, clean and suitable environment. The room temperatures are not always adequately maintained. The children have access to relatively well maintained indoor and outdoor areas that provide a good range of play opportunities for younger children. However, the service does not have a good range of toys and equipment for older children, and fire drills were not practised. Some resources and areas of the nursery were not clean.

Our findings

3.1 How well do leaders ensure the safety of the environment?

This inspection did not focus on this area of this theme on this occasion. This whole theme will be considered at future inspections. However, we did note that most of the fire-damaged area at the front entrance was cordoned off to keep this area clear, although one part was not cordoned off, which provided a possible trip hazard for children and adults.

3.2 How well do leaders ensure the suitability of the environment?

Leaders do not provide suitable arrangements for the heating of the premises for the children and staff attending. Some areas were not clean.

Leaders ensured that the premises both indoors and outdoors provided a good environment for play and learning. The building itself was very large with an assortment of different rooms. The front door was now being used, after a fire last summer. Leaders told us that they were still waiting for quotes to fix the damage. Although some of the melted floor was cornered off, there remained one area which could be a potential trip hazard. Leaders currently had use of the large main room, the after school room (called pre-school room) and baby room. They currently used one set of toilets for the children and there was a nappy changing table, an adult toilet and a disabled toilet. Staff informed us that they cleaned the premises on a Friday, and it was part of their role. They said they cleaned the toys and put the mats through the wash, and disinfect resources constantly. They told us that the high chairs were rotated as they had spares so they have the chance to deep clean them. However, on our visit there was paint all over the sinks, floor and down one toilet, which had been there since before the weekend. There was also paint in the sink in the second set of toilets and urinal. We also saw some carpet areas had not been hoovered, the floor had bits of glitter, paper and blue tack stuck to the floor. We saw a child pick up some blue tack and put it on a doll's head. The baby room had a cleaning chart, which had not been completed since December, and there was no year recorded.

The office area was a good size, and contained CCTV coverage of each play room. There was sufficient space and facilities to meet the children's needs, including various play areas for quiet time, table top play, floor play, music/dance area and craft activities. The main room led directly onto the outside play area and provided good opportunities for free flow indoor and outdoor play; however, we did not see this on our visit. There was no Welsh signage or displays on our first visit but at our second visit, we saw some evidence of Welsh signage in the 2+ year old play room. Leaders had a new boiler and thermostat installed after our last inspection when we had identified that the building was far too cold. On this visit, we found the rooms to be much colder than the national minimum standard of 18°C. One large radiator was warm to touch but all of the other radiators in the room were lukewarm. Leaders made assurances on the day of the inspection that the thermostat would be set for an earlier time in the morning to allow the rooms to be adequately heated. Following the visit, the responsible individual provided photographic evidence of the thermometer at an appropriate temperature before 9am; however, this needs to be maintained, especially on a Monday, where the heating will not have been switched on over the weekend. During our second visit, we found that the room thermometer in the 2+ year old room recorded a temperature of 17.5°C at 10:36am and 15.7°C in the office at 10:39am. One radiator in the 2+ playroom was warm to touch but the remaining two radiators were lukewarm. The responsible individual told us that the heating timer was set for 4am to ensure that the play rooms were heated to the recommended temperature of 18°C by 9am. We evidenced that the thermometer in the under 2 year's room was 18°C at 10.52am. Leaders do not always ensure the suitability of the premises.

3.3 How well do leaders ensure the quality of resources and equipment?

Leaders provide younger children with a variety of toys, equipment and furniture that are appropriate for their needs. However, this is not the case for the older children attending.

Leaders ensured that younger children had access to furniture, equipment and toys that were appropriate for their ages, needs and development for both indoors and outdoors. Older children in the 'pre-school' room did not have access to suitable tables and chairs, which were low level, and not suitable for them to sit with their legs under the table. Resources were minimal with very little available for the children to choose from. Staff stated they had requested pens, paint, pencils and puzzles. During our second visit, we saw that stainless steel and plastic cutlery was available for the various age ranges of children attending. Leaders told us that children aged four years and over used the stainless steel cutlery. We also saw that a few board games, such as Trivial Pursuit, Scrabble and Monopoly, construction items such as Lego and a den building kit were now available for the older children. The responsible individual told us that she would be expanding the resources in the near future. Some items viewed were well maintained and clean, however some dolls and dressing up clothes were in need of washing. There was little evidence of cultural awareness, with some dolls and Welsh books. The room was quite bare of displays.

Leaders provide a suitable range of toys, resources and materials for younger children; however, this is not the same for older children.

4. Leadership and Management

Summary

Leaders meet some of the required national minimum standards and regulations. However, management is not consistent.

Our findings

4.1 How effective is leadership?

Leaders mostly comply with the relevant regulations and national minimum standards.

Leaders had a detailed statement of purpose, which clearly reflected the service provided. There was a comprehensive range of policies and procedures and these had been recently reviewed, however the majority of documentation referred to CSW or CSSIW. Leaders maintained children's registers, however on the day of our visit they were not completed until a qualified member of staff arrived. The staff register showed that the service was operating within their conditions, and that staffing levels were maintained, and often exceeded. The leaders had not managed the heating issue, and had not addressed many of the issues identified at the previous inspection.

Leaders adequately run the service.

4.2 How effective is self evaluation and planning for improvement?

This inspection did not focus on this area of leadership and management. This whole theme will be considered at future inspections.

4.3 How effective is the management of practitioners, staff and other resources?

Leaders are sufficient in the management of the service.

Leaders informed us that there had been no new staff recruited since the last inspection. Leaders ensured that staff were qualified to at least a Level 3 qualification and two staff members held a level 5 qualification. Students and apprentices were also working at the nursery, and included in the staff ratio. The responsible individual stated that they were never understaffed. We sampled a selection of dates and found that the correct staff to child ratio had been adhered to.

Leaders told us, on the day of our visit, that eight children were being picked up from various schools. Two staff remained in the nursery whilst two staff used their own cars to pick up the children. Leaders showed us adequate numbers of various appropriate car seats, and the staff members' MOT and insurance (for business use) certificates. Staff do school runs to five different schools, which roughly finish the same time. However, arrangements were in place to collect children early or late, which the school and parents had agreed. Leaders told us that Level 3 qualified staff do the school runs and the

responsible individual helps at times. However, no contingency arrangements were in place should the staff not be available to pick up the children.

The management of the service is adequate.

4.4 How effective are partnerships?

This inspection did not focus on this area of leadership and management on this occasion, This whole theme will be considered at future inspections.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None.

5.2 Recommendations for improvement

We recommended that the responsible individual:

- allows children choices at all snack and meal times;
- promotes children's independence more;
- provides more suitable resources and equipment for older children;
- considers more multi-cultural resources and celebrations;
- risk assesses the hand dryer;
- ensures items such as shaving foam is suitable for children to use;
- locks the archive room;
- should record the room temperatures on a daily basis;
- provide more Welsh signage on trays and displays;
- ensures all terms and condition forms are signed;
- changes CSW and CSSIW to CIW when policies are reviewed and
- records parents' preferences for their child's sleep arrangements.

6. How we undertook this inspection

This was a focused inspection undertaken due to a concern regarding the environment and leadership and management.

Two inspectors visited the service on 11 February 2019 and one inspector visited the service on 4 March 2019. Overall, the visit totalled approximately three hours. We:

- discussed the issues raised at the last inspection;
- inspected a sample of documentation as detailed in this report;
- spoke to some staff and the person in charge/responsible individual; and
- conducted an inspection of the building.

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

| | |
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| Type of care provided | Children's Day Care Full Day Care |
| Responsible Individual | Morna Manson |
| Registered maximum number of places | 19 |
| Age range of children | 3 months to 12 years |
| Opening hours | 7:30am to 6:00pm Monday to Friday |
| Operating Language of the service | English |
| Date of previous Care Inspectorate Wales inspection | 3 and 4 December 2018 |
| Dates of this inspection visit | 11 February 2019 and 4 March 2019 |
| Is this a Flying Start service? | No |
| Is early years education for three and four year olds provided at the service? | No |
| Does this service provide the Welsh Language active offer? | This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service. We recommend that the service provider considers Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh language in social care'. |
| Additional Information: | |



Care Inspectorate Wales

Children and Families (Wales) Measure 2010

Child Minding and Day Care (Wales) Regulations 2010

Care Standards Act 2000

Non Compliance Notice

Childrens Day Care

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website
www.careinspectorate.wales

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| | |
|---|-------------------------------------|
| Environment | Our Ref: NONCO-00007301-TMPK |
| Non-compliance identified at this inspection | |
| Timescale for completion | 18/02/19 |
| Evidence | |
| <p>The responsible individual is not compliant with regulation 38 (1) (e) (e). The responsible individual must ensure by means of fire drills and practices at suitable intervals, that the persons working with relevant children, and, so far as practicable, the relevant children, are aware of the procedure to be followed in case of fire;</p> <p>This is because there was no evidence on our visits on 3 and 4 December 2018 and 11 February 2019 that fire drills had been practised or recorded for more than six month. The responsible individual has not considered the risk that a fire may occur on the premises, despite a fire last summer, after the service had closed.</p> <p>The impact on people using the service is that in the event of a fire, children would not know the evacuation procedure, which may cause significant problems in the event of a real fire. Issues would not be recorded if there were problems during the fire drill which may cause delays in the event of a real evacuation.</p> | |

| | |
|--|-------------------------------------|
| Environment | Our Ref: NONCO-00007302-CLMM |
| Non-compliance identified at this inspection | |
| Timescale for completion | 18/02/19 |
| | |
| Description of non-compliance/Action to be taken | Regulation number |
| | |
| Evidence | |
| <p>The responsible individual is not compliant with regulation 37 (2) (a) .The responsible individual must ensure that all parts of the relevant premises used by relevant children are– (a) adequately lit, heated and ventilated;</p> <p>This is because on 3 December 2018 the temperature of the rooms was too cold, the boiler was serviced and the thermostat replaced on 4 December 2108. On our visit on 11 February 2019 the room temperature where the children were playing was recorded as 12.6 degrees at 8.56am and 13.3 degrees at 9:30am. Assurances were given on the day that the thermostat would be adjusted to ensure the temperature is at least 18 degrees on opening. However this needs to be maintained, and will be checked at a future date to ensure compliance.</p> <p>The impact on people using the service is that they are very cold, and not able to work or play in a warm environment, and may afect their health and well being.</p> | |

| | |
|---|-------------------------------------|
| Environment | Our Ref: NONCO-00007303-KDQM |
| Non-compliance identified at this inspection | |
| Timescale for completion | 11/03/19 |
| | |
| Description of non-compliance/Action to be taken | Regulation number |
| | |
| Evidence | |
| <p>The responsible individual is not compliant with regulation 37 (2) (f). The responsible individual must ensure that all parts of the relevant premises used by relevant children are equipped with toys and resources, in order to meet the needs arising from the disability and age of any relevant child.</p> <p>This is because on our visits of 3 & 4 December 2018 there were no adequate amounts of age, and developmentally appropriate toys and recourses for the older children in the out of school room in order to meet their needs. This was further identified on a visit to the service on 11 February 2019.</p> <p>The impact on people using the service is there is very little choice for older children to play, their needs may not be met, and they may become bored and unsettled.</p> | |