Childcare Inspection Report on

Station House Nursery

636 Birchgrove Road
Glais
Swansea
SA7 9EN

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Description of the service
Station House Nursery was registered by the Care and Social Services Inspectorate Wales (CSSIW) in May 2006 and provides full day care for a maximum of 19 children aged from one to eight years. The setting operates from a three storey building situated in the village of Glais. The registered person is Michele Clement who is also the named person in charge. The nursery is open Monday to Friday from 7:30am to 6:00pm. The service is provided through the medium of English with incidental Welsh used.

Summary of our findings

1. **Overall assessment**
   This was a focussed inspection that looked at leadership and management and care and development of the service. We found that leadership and management requires improvement so as to meet the regulations and national minimum standards, especially regarding staff recruitment and staffing ratios.

2. **Improvements**
   The provider notified us by e mail of the following improvements:
   - Staff files have been updated with the relevant information in line with regulations and
   - children and staff registers are fully completed.

3. **Requirements and recommendations**
   We found that the provider was not compliant with regulations relating to staffing and we issued the provider with a non compliance notice.

   We also notified the provider that the service was not compliant in relation to:

   Suitability of staff – this was because the provider had not fully checked the suitability of newly appointed staff members and a volunteer prior to their employment. This is a serious matter. However, CSSIW have not issued a non compliance notice on this occasion as the provider provided assurance that she has carried out all required checks.

   Provision of Information – the provider had not notified CSSIW of changes to persons looking after children.

   Recommendations:

   To maintain a contingency arrangement should additional staff be needed at short notice and
updating their recruitment procedure to ensure that recruitment is carried out in a timely way to allow enough time to fully assess staff suitability before they start employment.
1. **Well-being**

   **Summary**

   This inspection focused on leadership and management and care and development. CSSIW did not consider it necessary to look at well-being on this occasion because the concerns raised did not relate to this theme. However this theme will be considered at future inspections.
2. Care and Development

Summary
Children are safe, happy and valued. They are familiar with routines and the staff caring for them.

Our findings

2.1 How well do practitioners keep children safe and healthy?
As this was a focused inspection, we did not inspect the whole of this theme. However, the whole of this theme will be considered at future inspections.

2.2 How well do practitioners manage interactions?
As this was a focused inspection, we did not inspect the whole of this theme. However, the whole of this theme will be considered at future inspections.

2.3 How well do practitioners promote children’s play, learning and development and meet their individual needs?
Practitioners promote children’s care and are aware of their individual needs and preferences. They are nurturing and attentive and promote their care and development.

Practitioners were aware of each child’s individual needs and preferences and were responsive to their needs. For example when children needed their comforters they were brought to them. The staff cuddled the children. The older children were observed being involved in varied play with enthusiasm. We saw children confident in their play and included staff in their play. The concern stated that a staff member had been heard shouting loudly and aggressively at one of the children. This matter was discussed with the person in charge who stated that she was not aware of any staff member having shouted at a child. The person in charge also refuted this allegation saying that at no time had she shouted aggressively at a child. Practice is that behaviour management is age appropriately.

Children are secure and happy at the service.
3. Environment

Summary

This inspection focused on Leadership and Management. CSSIW did not consider it necessary to look at Environment on this occasion because the concerns raised did not relate to this theme. However this theme will be considered at future inspections.
4. Leadership and Management

Summary

We found that the quality of leadership and management is poor at the nursery and that the service is not well run, with due care and attention to all regulations and national minimum standards. Significant improvements are needed in relation to the management of staff.

Our findings

4.1 How effective is leadership?

As this was a focused inspection, we did not inspect the whole of this theme. However, the whole of this theme will be considered at future inspections.

4.2 How effective is self evaluation and planning for improvement?

As this was a focused inspection, we did not inspect the whole of this theme. However, the whole of this theme will be considered at future inspections.

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

The leader does not always ensure that there is a sufficient number of staff caring for the children or notify CSSIW of staff changes or provide and promote good working practices.

The leader had a system in place to record children and staff in attendance at the nursery. However, we saw that staff had not always signed in or out of the nursery, or recorded times when they had left the nursery to collect children or when they were off duty. Additionally staff had not always completed the correct times of when children were in attendance. Therefore it was unclear on some register dates how many children or staff were present at the service. During the course of the inspection, the leader reminded staff of their responsibility to sign both themselves in and out of the nursery and to ensure that all children are also signed in and out of the nursery.

The leader had not followed a robust recruitment process because she had not fully assessed newly employed staff member’s suitability. She had not checked their information against the Disclosure and Barring System (DBS) update system, obtained an employment history or the required two references. Furthermore, the leader had not carried out any suitability checks for a volunteer who had been at the service since April 2017. However, we were told by the person in charge that the volunteer had been supervised at all times. We also found that other staff records were incomplete, for example the document titled ‘employee performance review’ for two staff members did not record the actual date it had been carried out with the employee. We saw that the policies and procedures and risk assessment on these two staff files were dated, signed by the employees but not by the leader, with no review date recorded.

Management of practitioners, staff is not effective.
4.4 How effective are partnerships?

As this was a focused inspection, we did not inspect the whole of this theme. However, the whole of this 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 Areas of non compliance identified at this inspection

We informed the provider that they were non compliant with regulations in relation to regulation 27 (b) staffing

We considered this to be a serious issue and have issued a non compliance notice.

We notified the provider that the service was not compliant in relation to:

Regulation 28(1) - Suitability of staff – this was because the provider had failed to carry out all the required suitability checks for newly appointed staff members and a volunteer prior to their employment.

Regulation 31. (1) Schedule 4 – Provision of Information – the provider had not notified CSSIW of changes of persons looking after children at the service.

5.3 Recommendations for improvement

None
6. **How we undertook this inspection**

This was an additional focussed inspection carried out following receipt of a concern about: insufficient staffing and the care of children. One inspector undertook an unannounced visit to the service for 5 hours on 10 August 2017. We;

- Inspected a sample of children’s and staff attendance records;
- inspected staff files;
- spoke to the registered person/ person in charge and deputy person in charge and
- had a telephone conversation with the registered person/ person in charge following the visit.

Further information about what we do can be found on our website [www.cssiw.org.uk](http://www.cssiw.org.uk)
## About the service

| Type of care provided          | Children’s Day Care  
|-------------------------------|-----------------------  
|                               | Full Day Care          |
| Registered Person             | Michele Clement        |
| Person in charge              | Michele Clement        |
| Registered maximum number of places | 19                   |
| Age range of children         | 1 year to 8 years of age |
| Opening hours                 | 7:30am – 6:00pm Monday to Friday |
| Operating Language of the service | English               |
| Date of previous CSSIW inspection | 24 October 2016        |
| Dates of this inspection visit(s) | 10 August 2017       |
| Is this a Flying Start service? | No                     |
| Is early year's 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. Incidental Welsh is spoken. This is because the service is situated in a primarily English speaking area. We recommend that the service provider consider Welsh Government’s More ‘Than Just Words follow on strategic guidance for Welsh language in social care’. |
Care and Social Services Inspectorate Wales

Children and Families (Wales) Measure 2010
Child Minding and Day Care (Wales) Regulations 2010

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 CSSIW taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website www.cssiw.org.uk

Station House Nursery

Swansea
Non-compliance identified at this inspection and action to be taken

<table>
<thead>
<tr>
<th>Description of Non Compliance / Action to be taken</th>
<th>Timescale for completion</th>
<th>Regulation number</th>
</tr>
</thead>
<tbody>
<tr>
<td>The registered person has failed to ensure that there are a sufficient number of staff caring for children at all times.</td>
<td>31/08/2017</td>
<td>27 (b)</td>
</tr>
<tr>
<td>Action to be taken: The provider must provide evidence to CSSIW of how they will ensure that appropriate staffing levels are maintained at all times.</td>
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The service is not compliant with Regulation 27(b) - Staffing

This is because the provider has failed to ensure that there are the minimum required number of staff on duty at all times. This is a systemic failure on the provider’s behalf because a non compliance notice was issued regarding staffing during the inspection undertaken on 16 February 2016. However, we noted that this matter was fully addressed at this time and we found that staffing ratios were being met adequately during the last inspection of 24 October 2016.

The evidence for this is:
During the inspection on 10 August 2017 we looked at a random sample of staff and children’s attendance registers and found that a sufficient number of staff had not been employed on the following occasions:

**19 April 2017** - as between 10:00am and 12:40pm there was 3 staff present caring for a total of seventeen children:
- 3 children were under two years of age
- 4 children 2-3 years of age
- 9 children 3+ years of age

In order for minimum staffing ratios to have been maintained there should have been 4 members of staff present.

**12 July 2017** – showed that between 7:30am to 6:00pm there were twenty children in attendance with 3 staff members:
- 2 children under two years of age
- 5 children 2 - 3 years of age
- 13 children 3+ years of age

In order for minimum staffing ratios to have been maintained there should have been
4 members of staff present.

31 July 2017 – showed that between 7:30am to 6:00pm there were fourteen children present with 3 staff members:

- 2 children were under two years of age
- 6 children 2-3 years of age
- 6 children 3+ years of age

In order for minimum staffing ratios to have been maintained there should have been 4 members of staff present.

Additionally, on registers for 12 July 2017 and 10 August 2017 staff had not recorded the times they finished work hence; we were unable to ascertain whether the staff to child ratios was being correctly maintained at all times.

The impact on children using the service is that there is a risk that they are not appropriately supervised at all times; that their individual needs are not being met and their well being is not promoted.