Childcare Inspection Report on

The Baby Bug Day Nursery

42A Gorwydd Road
Gowerton
Swansea
SA4 3AQ

Date Inspection Completed

04/03/2019
Description of the service

Summary

1. Overall assessment
This was a focused inspection concentrating primarily on the well-being of children who attend the service and areas of leadership and management of the service specifically relating to previously issued non compliance and information relating to a concern received regarding staff smoking on the premises. Children attending the service enjoy their time at the nursery, are happy, engaged in activities and comfortable with the staff who care for them. The registered person and staff team have made improvements to the service and are showing a commitment to working with CIW to meet the requirements but there are still areas where progress can be made.

2. Improvements
Since our previous inspection the service has made several improvements to their service. We found:
- the layout of the older children’s room has changed. Children are far more engaged in their play because resources are more visible and accessible;
- the service is now compliant with recording staff arrival and leaving times;
- children’s files are organised and contain required information; and
- the service is compliant with as staffing ratios meet and exceed the required number of staff to work directly with children.

Additionally, since our final visit, the registered person has verbally confirmed that staff files now contain appropriate suitability checks and job descriptions and all vehicles contain ‘no smoking’ stickers.

3. Requirements and recommendations
We have advised the registered persons that improvements are needed in relation to records and following policies in order to fully meet the legal requirements. A notice was not issued on this occasion, as there was no immediate or significant impact for children using the service. We expect the registered person to take action to rectify this and it will be followed up at the next inspection.
1. Well-being

Summary
Children have a strong voice and confidently express their needs and choices knowing their attempts at communication are valued. They develop positive relationships, interacting well with other children and staff. Most children are familiar with daily routines and show enthusiasm and age appropriate engagement in activities, allowing them to develop skills through fun methods.

Our findings
Children were relaxed, content and settled in the nursery, they played well alongside or with other children, gave cuddles to staff members and looked to them for reassurance when they were upset. Younger children showed confidence interacting with adults and children and sat with older children during lunch. Most children shared their needs and wants with staff, knowing they would listen to them. For example they could choose which paints they wanted, asked for more food and decided whether or not to join in with adult-led activities. Additionally, some chose fancy dress clothes for their fundraising walk and the younger children chose whether to sit in a high chair or at a table for lunch and snack. Children were excited to share news with staff and friends. Most children showed familiarity with their routine, confidently undertaking tasks without prompt from staff members. One child came in from the school run, switched on the light and sat waiting for a story. Children could choose freely from a good range of resources and toys or take part in focused activities, which were used flexibly for play and learning. For example, digger toys were used in the coloured sand and then the same sand was used to write names and draw shapes. Most children played happily with each other in a range of activities including sorting rainbow colours from a crossword game, playing with vehicles in the tuff spot and in the home corner. Children were learning about socially acceptable behaviour and managing their own behaviour by waiting their turn during activities, including others in their play, showing concern for each other and engaging in conversations about their toys. Children corrected negative behaviour with support from staff and followed behaviour management techniques such as sitting quietly when staff put their hands on head. Children engaged in opportunities to become independent including brushing teeth, accessing drinking water and changing out of school uniform with staff available to encourage and support if needed.
2. Care and Development

This was a focused inspection, we have not considered this theme, therefore we have not issued or revised any ratings awarded previously.
3. Environment

*This was a focused inspection, we have not considered this theme (in full), therefore we have not issued or revised any ratings awarded previously.*
4. Leadership and Management

Summary
The service is mostly compliant with regulations due to improvements to the leadership and management of the service. However, improvements are required relating to some record keeping and following policies to ensure the service remains compliant.

Our findings
Leaders ensure that there are adequate staffing ratios to work directly with children. Staff records demonstrated that the numbers of qualified and non qualified staff met the recommended guidance set within national minimum standards. Suitable staff cover was now provided over the school run period and during children’s lunch time. However, some children’s records and the visitors’ log was incomplete. Most staff had complete recruitment and suitability checks but some new staff members had information missing from their files. Additionally, job descriptions were missing from all files. Following our visit, leaders provided assurances that all staff checks had been completed and that every staff file now contain a job description indicating individuals’ roles and responsibilities. Leaders had implemented improved lunchtime procedures with two sittings for lunch; this appeared to work well and provided children with a calmer, more timely and personal service. Staff indicated that these procedures were working well and that they understood the process to follow. We read and discussed with staff the policy and procedures around smoking at work. All had a good understanding of the expectations upon them and confirmed they followed the procedures. Although cigarette packaging, lighters and significant amounts of cigarette ends were seen on the wall, floor and in a bucket directly outside the rear fire exit of the building, it was explained to us that whilst staff do not smoke on the premises, they were asked to dispose of their waste there rather than out on the street. Additionally, there was some uncertainty around other policies and procedures such as providing substantial meal alternatives when children refuse the food on offer. Some staff offered fruit or yogurt when children refused the planned meal or part of it rather than a nutritionally balanced, substantial meal, during the day. Leaders should consider ways to ensure all staff follow the same procedures to make sure children receive a well balanced meal or snack.
5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections
At the previous inspection we issued a non compliance notice to the Baby Bug Day Nursery because they did not meet their legal requirements in relation to:

Regulation 30(1)(a) keeping of records: this is because leaders failed to maintain and keep at the relevant premises records relating to the service. At this inspection we were satisfied the regulations were complied with. Staff registers were complete and children’s files contained appropriate information.

Regulation 27 staffing: this is because during our inspection visits there were not always sufficient number of staff to care for children. At this inspection, we were satisfied the regulations were complied with. There was sufficient staff to work directly with children.

The service was informed that they were non compliant with the following regulations but a notice was not issued:

Regulation 16: this is because the report forwarded to CIW after the inspection showed that children’s / staff's views had not been sought as they were not reflected in the report. The registered person confirmed that she had not sought their views in a telephone call on 15 May 2018 as she said she was not aware of the need to do so. We are awaiting the service’s next review to confirm all views have been sought and considered.

5.2 Recommendations for improvement
Ensure all areas accessed by children are free from litter, including cigarette ends;

the premises should be free from hazardous items including personal items such as cigarettes and lighters and

ensure policies and procedures are detailed and adequately reflect leaders’ expectations of the practices to be followed by staff.
6. How we undertook this inspection

This was a focused inspection to check the service had made improvements to meet regulations and to consider a concern received relating to children’s well-being. The inspection was carried out by two inspectors and took approximately 9 hours over two days on 4 March 2019 and 27 March 2019. Feedback was provided to the registered person, who is also a person in charge by telephone on the 4 April 2019. During the inspection, we;

- made general observations of the care provided and undertook observations;
- spoke to children, staff members and parents;
- viewed records and documents relating to the service including: policies and procedures, attendance registers (children and staff), children’s contracts, concern documentation, staff and children’s files and the statement of purpose;
- carried out a visual inspection of the rooms and areas used by the service.

Further information about what we do can be found on our website: www.careinspectorate.wales
7. About the service

| Type of care provided          | Children’s Day Care  
|                               | Full Day Care       |
| Registered Person             | Sara Sedgwick       |
| Person in charge              | Zak Sedgwick        
|                               | Sara Sedgwick       
|                               | Kylie Phillips      |
| Registered maximum number of places | 37                  |
| Age range of children         | Birth – 12 years    |
| Opening hours                 | Monday – Friday 7am – 6:30pm with Saturdays upon request |
| Operating Language of the service | English            |
| Date of previous Care Inspectorate  
Wales inspection               | 19 September 2018   |
| Dates of this inspection visits | 04 March 2019, 27 March 2019 & 4 April 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:

**Date Published** Thursday, 30th May 2019
No noncompliance records found in Open status.