



Care and Social Services Inspectorate Wales

Children and Families (Wales) Measure 2010 Child Minding and Day Care (Inspection and Information for Local Authorities) (Wales) Regulations 2010 The Child Minding and Day Care (Wales) Regulations 2010

Inspection Report

Lullabyz Nursery Ltd

Riverside Court
Tregare Street
Newport
NP19 7AP

Type of Inspection – Focussed
Date of inspection – 3 February 2015
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Summary

About the service

Lullabyz Nursery Ltd is located in Newport. The nursery is based in a detached building close to the centre of the town. The service is registered to provide day care for a maximum of 84 children under the age of eight. The registered provider is Lullabyz Nursery Ltd, located in Cardiff and the owner and manager of the company is Nicola Reed. The language of the setting is English with use of incidental Welsh. The company expanded in July 2014 to open 'Kidz@lullabz' a holiday club and out of school service which operates from its own self-contained building next to the nursery.

What type of inspection was carried out?

The Care and Social Service Inspectorate Wales (CSSIW) carried out a scheduled, unannounced, focussed inspection. We concentrated on the quality of life theme for children using the service, although we also discussed a minor issue with regards to staff files. Prior to the inspection we read and analysed information held by CSSIW about the setting. Present at the inspection were the manager, the deputy manager, 17 staff including the cook, three students and 46 children. We also spoke to three parents.

What does the service do well?

The nursery has developed an innovative scheme to support busy parents. A hairdresser is available at the nursery on alternate weeks to cut children's hair. We were told that parents are *'really pleased'* with this additional service as it saves them time and also means that children are less fearful of having their hair cut as it takes place in a familiar environment. The nursery has also achieved several awards, as detailed below.

What has improved since the last inspection?

The information held in staff files has improved. We sampled two staff files that showed photographs of the staff were now in place.

Since the last inspection we were told that the nursery has achieved the following:

- awarded Highly Commended by the Wales Pre-School Providers Association for 'Quality for All', which is a quality assurance scheme
- achieved Bronze and Silver Awards from 'Eco-Schools' an international programme which supports organisations to address environmental themes
- the nursery are currently piloting the 'Physical Literacy' programme which aims to increase physical activity amongst children. We were told that Sports Wales want to film the nursery for their website.

What needs to be done to improve the service?

There were no areas of regulatory non-compliance identified during the inspection.

Quality of life

Overall, we (CSSIW) found that the outcomes for children were positive. Staff provide a stimulating and warm atmosphere and are also very supportive of parents.

Children's rights are protected. This is because staff work in partnership with parents to meet children's needs. The deputy manager told us, "*We try to get parents as involved as we can*" with family barbecues and a parents' evening to discuss their children's progress. Copies were available of the menu, Foundation Phase booklets and Welsh language sheets for parents to support their child at home. Parents and grandparents we talked to spoke highly of the nursery and how their children's needs were well met, stating "*I'm more than pleased*."

Children's needs are met through appropriate observations and planning. Staff are familiar with the nursery's system of recording children's developmental progress. We spoke to staff and found that they were knowledgeable about children's development and relevant learning frameworks. We observed the notes recorded about children's progress and their individual development books, which parents told us were always kept up to date for them to read. The information gained is used well to make decisions about children's care, such as when moving children to the next age group. A parent told us "*staff suggested she try some settling in sessions downstairs; she's been very forward. She was more than ready. I've noticed her vocabulary has picked up loads since she came downstairs. This nursery definitely pushes them a lot harder compared to other nurseries we went to see.*"

Children's development is promoted through healthy food and drinks because staff understand the nutritional needs of children. The deputy stated that the menu was revamped in September using guidance from the '*Welsh Assembly Food and Health Guidelines for Early Years and Childcare Settings*' and parent's suggestions. The cook showed us a four week menu plan which included a range of nutritional foods from across the main food groups. We observed children enjoy a freshly cooked chicken dinner with vegetables and fruit layer jellies for dessert. We saw a copy of the latest guidance from the Food Standards Agency regarding food allergens. The manager told us that the nursery was in the process of implementing this guidance. The nursery has also achieved the Healthy and Sustainable Pre-School Scheme award. As part of this scheme staff has introduced Design to Smile and Busy Feet programs to help increase the children's oral and physical health. We saw that children had free access to water to keep them well hydrated.

Children are supported to deal with difficult feelings and develop coping strategies during times of change. We saw a baby being cuddled and rocked to help them sleep. Staff understand that children need reassurance when separating from their parents to help them settle. We were told that the nursery doesn't allocate a key worker until they see who the child forms an attachment to. Staff also provide emotional support for parents, when required. A parent told us that they were very nervous about leaving their child but had been impressed how they were supported emotionally and any requests were accommodated. They stated, "*I brought her for an hour the first time and I didn't leave the nursery and watched her on the CCTV.*" They confirmed that their child "loves it here" and that staff were patient and never made her feel uncomfortable.

Quality of staffing

This inspection focussed on Quality of life. CSSIW did not consider it necessary to look at the Quality of staffing on this occasion. This theme will be considered at future inspections.

Quality of leadership and management

This inspection focussed on Quality of life theme. CSSIW did not consider it necessary to look at the Quality of leadership and management on this occasion. This theme will be considered at future inspections.

Quality of environment

This inspection focussed on Quality of life theme. CSSIW did not consider it necessary to look at the Quality of environment on this occasion. This theme will be considered at future inspections.

How we inspect and report on services We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focussed inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.