

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
Child Minding and Day Care**

Norfolk House Nursery

9 Caerau Crescent
Newport
NP20 4HG

Date of publication 1 August 2011

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Registered Person/Responsible Individual	Yatin Mianger
Person in charge:	Julia Walford
Number of places:	68
Date of this visit :	30 June 2011
Dates of other relevant contact since last report:	January 2011 - Notification
Date of previous report publication:	August 2010
Inspected by:	Majella McKenzie

Introduction

Norfolk House Nursery offers full day care to children aged from birth to eight years. It is registered for 68 places in total, of which no more than 24 children can be under the age of 2 years.

Norfolk House Nursery is privately owned by a husband and wife team, and is trading as a limited company. The Responsible Individual (RI) role is taken by Mr. Mianger who attends the nursery at least twice a week and takes an active role in the running of the nursery. He employs a manager, (Person in Charge- PiC) who is supernumerary, and a named deputy. Mr. Mianger owns the building in which the nursery operates – two large adjoining three storey houses set in their own grounds – located in a residential area close to Newport city centre.

Norfolk House Nursery has registered provider of early years' education status with Newport City Council (NCC) and is subject to inspection by Estyn, (the education inspectorate for Wales).

The nursery maintains its membership of the Wales Pre-school Providers Association (WPPA).

Summary of inspection findings:

What does the provider do well?

Responds positively to CSSIW recommendations.
Has established a rolling programme of decoration and improvements to the nursery.
Comprehensive completion of the Self Assessment of Service (SAS) form for CSSIW.

What has improved since the last inspection?

Supervision of staff and recording of supervision meetings

What needs to be done to improve the service?

a.) priorities

No regulatory requirements made at this inspection.

b.) other areas for improvement

Replace broken window in baby room.
Fit window blinds in cot rooms and baby/pre pre-school rooms.
Ensure a deep clean of the nursery occurs on a monthly basis.
Replace broken toilet seat in the pre-school toilets.

Inspection methods

The evidence for this report came from a range of sources:

The SAS form completed by the RI and PiC. This was very comprehensive in the evidence produced by the nursery to support the outcomes required under the National Minimum Standards (NMS).

There were nine questionnaires returned to the Care and Social Services Inspectorate Wales (CSSIW) by parents. These indicated satisfaction with the service offered by Norfolk House Nursery. A range of reasons were given for choosing the nursery – pleasant staff, location, cost, close to home, older child attended. One parent commented that past issues in the nursery had been addressed and the nursery was receptive to any concerns made. Typical comments included: *"We recommend this nursery to other people. Our child has been very happy at Norfolk House. She skips in every morning and is so excited to see the other children and staff. They provide an excellent balance of play and learning"*.

Six staff questionnaires were received and confirmed that induction training was in place; staff had opportunities for ongoing training updates, and that monthly supervision was

taking place. The majority of staff who responded by questionnaire or verbally on the day of inspection indicated that they felt the manager was available for them to discuss issues. There were some comments regarding staff absence and cover arrangements and these were feedback to the RI.

Day-to-day records were viewed in base rooms on the day of inspection, and seen to be in order. Whole nursery records were seen in the office area.

Staff were observed working with their groups in a range of situations: in base rooms, during outdoor play, at meal times. They were spoken to about their daily routine.

Discussions took place with the RI, PiC and deputy manager on the day of inspection.

At inspection Norfolk House Nursery met with all the requirements of the Child Minding and Day Care (Wales) Regulations 2010. There are four good practice recommendations made in the body of this report, all of which refer to safety issues, some of which could have an impact on children being cared for. The RI stated that he would notify CSSIW once these issues had been resolved. Generally children were seen to be settled and well cared for by the staff at Norfolk House Nursery.

Information on service

Inspector`s findings:

Norfolk House Nursery displayed the CSSIW certificate of registration along with other information for parents in the foyer of the nursery.

The nursery Statement of Purpose was included in a nursery brochure for parents and on the updated website. Both were very comprehensive in the information supplied for parents to make an informed decision as to whether to use the nursery.

The main language used within the nursery was English and the majority of children and parents had English as their first language. The use of the Welsh language was more pronounced with the pre-school group, and some incidental Welsh was heard elsewhere in the nursery.

The nursery made provision for children with additional needs and there was a designated member of staff who acted as SENCO (Special Educational Needs Co-ordinator) for the nursery. There were two flights of stairs in the nursery to access the first and second floors and these would be difficult for a child with mobility difficulties as the nursery did not have a lift.

A review of service had taken place for the year 2009/10 a copy of which had been forwarded to CSSIW. The SAS was completed in a great deal of detail and demonstrated that the service was under constant review and that the children, staff and parents were at the centre of this process. The nursery had secured the WPPA Quality Assurance Award.

The nursery was seen to operate within the conditions of its registration ensuring that no more that 24 children were under the age of two years.

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:

Planning for individual needs and preferences

Inspector`s findings:

Norfolk House Nursery operated a settling in process which was said to be geared to individual children`s needs. Upon accepting a place at the nursery the parent completed a child personal record form with the key worker who would have responsibility for their child. This form was said to be updated on a regular basis. The younger children in the nursery had diaries which were completed by key workers for each session the child attended. Parents of the pre-school children were seen to be given daily verbal feedback on their child`s day.

The nursery offered care to children from a range of different ethnic and language groups. Day-to-day records were viewed across the nursery and seen to be in order. Each base room kept their own register in the room. If medication was given the parents consent was secured and a record sheet detailing time and dosage was completed by staff. The date had been omitted from the form and staff were reminded to add this to the form. There was a visitors` book kept in the foyer along with a signing in/out book for staff. All confidential records were said to be stored in a locked filing cabinet in the main nursery office on the second floor.

Policies were in place outlining the procedure should a child become lost/missing from nursery along with a policy on the collection of children from the nursery. Neither were viewed at this inspection.

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Good practice recommendations:

Empowering service users, encouraging life style choices

Inspector`s findings:

Norfolk House Nursery organised care for the children attending over two floors:

Babies – The baby section was located on the first floor with babies 1 (0 – 6 months) based in one house and babies 2 (6 – 12 months) in the second house with an interlinking corridor through the baby kitchen and baby 2 dining room. Each area had its own base room, cot room, additional play room (sometimes used by first toddlers) and changing facilities. Baby 1 children ate in their base room in low chairs in the bay window on lino flooring. No window dressings had been decided upon – many had been trialled. The RI was advised that blinds must be fitted in the baby 1 base room and in both cots rooms as there was no protection from the sunlight in these rooms. Baby 2 children ate in high chairs in the baby 2 dining room. Since last inspection staff had placed chairs in the room so that they could be seated and at child height when feeding the babies. Both areas were seen to be well resourced and managed. Nappy changing was undertaken with regard for the child's needs. Sleep times were said to be organised around the child's home routine. There were video links from the cots rooms to the base rooms so that staff could observe sleeping children at all times.

First toddlers – (12 – 24 months) Were also located on the first floor but ate in the ground floor dining room. The children were seen to be well managed on the stairs when moving between the first and ground floors. Their room was well set out and gave easy access to toys. There was a toilet area for the toddlers on this floor.

Top toddlers – (2 – 2 ½ years) Were located on the ground floor with their base room facing out to the front garden. They shared a toilet/changing area and the 'wet'/dining room with the pre pre-school group. The children had good access to the outdoor play area which they used on the day of inspection. Their room was set out for physical play and doubled up as sleep room after lunch time.

Pre pre-school – (2 ½ - 3 years) Located on the ground floor in a bright airy room with large bay window. This room was below baby 1 room and had no window dressings fitted therefore had a great deal of direct sunlight filling the room from early morning. Again the RI was advised to fit blinds to the windows to ensure no child was being cared for in direct sunlight.

Pre-school – (3 – 5 years) Located on the ground floor in the second house. There was a base room, craft room and separate dining room for the pre-schoolers who also had their own set of toilets. Their area was seen to be very well resourced and children had easy access to resources. It was noted that one of the three toilets had a broken toilet seat and the RI was advised to have this fixed immediately. The pre school group played outside a good deal on the day of inspection.

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New requirements from this inspection:

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Good practice recommendations:

RI to fix blinds to cot rooms, baby 1 and pre preschool base rooms. RI to have toilet seat fixed in pre-school toilet area.
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Quality of care

Inspector`s findings:

Norfolk House Nursery had a key worker system in place across the nursery. There was a Behaviour Management Policy in place and named member of staff who oversaw the implementation of the policy across the nursery. The nursery approach to behaviour management was to promote socially acceptable behaviour by positively reinforcing it. Staff were seen to be firm yet fair in managing issues and offered praise and encouragement for children`s efforts.

The nursery had a range of health policies in place. Children who were ill were not admitted to the nursery and parents were informed when contagious illnesses were in the nursery. Children requiring medication were accepted once the parent had completed the appropriate permissions.

More than 50% of the staff working at Norfolk House Nursery had an appropriate First Aid qualification. The PiC confirmed that she held the First Aid at Work qualification.

A cook was employed to prepare a cooked lunchtime meal of the children. There had been a change of personnel since the last inspection and the new cook had revised the weekly menu. On the day of inspection lunch consisted of chilli con carne with rice (a vegetarian alternative was available) followed by bananas and custard. A new menu of pureed vegetables and fruit was offered for the babies. Second helpings were seen to be available should any child wish to have more. The kitchen area was seen to be kept clean and tidy. A new cooker had been purchased since the last inspection.

The babies ate in their areas on the first floor and the older group were encouraged to feed themselves.

Toddlers and pre pre school ate in the dining room on the ground floor in the craft room. Individual face flannels were used with the children after eating. A list of foods not to be given to individual children was displayed in the dining room.

Staff prepared a tea of tomato soup and bread for the babies followed by dried raisins. The older children had cheese and crackers.

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Good practice recommendations:

Staffing

Inspector`s findings:

A total of 21 staff were employed at Norfolk House Nursery including the cook and cleaner. All staff were subject to enhanced disclosures with the Criminal Records Bureau (CRB). The RI had renewed his and four staff renewals were seen by the inspector at this inspection. The RI was instructed to destroy these after inspection.

Staff employed by Norfolk House Nursery held appropriate qualifications ranging from level 2 up to level 4. There were four staff following apprentice schemes along with students from the local college of further education. They confirmed that they received appropriate guidance from staff at Norfolk House to enable them to gain the most from their placement.

Staff files were seen at this inspection. These were seen to be kept in order. Since the last inspection the PiC had instigated a supervision system and recording mechanism which was viewed at this inspection. This was seen to be an improvement on previous systems and this was conveyed to the RI and PiC. Observations of staff undertaking activities within their base rooms had been recorded as part of the whole nursery monitoring and quality assurance system. The PiC focused upon a couple of base rooms a month for this process and managed to see all rooms over a period of 3 months. Annual appraisal was in place and seen to be undertaken for all staff.

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New requirements from this inspection:

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Good practice Recommendations:

Conduct and management of the service

Inspector`s findings:

Norfolk House Nursery is a privately owned limited company with an RI who is very involved in day-to-day business. There is a PiC and named deputy who over see the day-to-day running of the nursery. The RI owns the building, (two converted semi detached houses) and employs a cleaner and handyman to ensure the fabric of the building is properly maintained.

Each age group within the nursery has a room leader who is responsible for the staff in their room. The room teams were seen to operate well together with a good mix of experienced staff. All staff were observed to understand their roles and responsibilities and carried them out fully.

The nursery had an Equal Opportunities Policy in place and staff were seen to implement it in their management of children ensuring that individual needs were met. There were, around the nursery, resources to reflect diversity in society.

Daily diaries were used with the younger children in nursery to record their day and sent home for parents to make comments. Verbal feedback was seen to be given to the parents of the older children.

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New requirements from this inspection:

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Good practice recommendations:

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Complaints, protection and other significant events

Inspector`s findings:

There was a Complaints Policy in place and clear procedures for parents wishing to raise a concern or make a complaint. This remained unchanged since the last inspection. No concerns or complaints had been made with the nursery or CSSIW since the last inspection.

There was a Child Protection Policy in place. The PiC had undertaken training in this area since the last inspection. The nursery had made a referral to social services since the last inspection and had kept CSSIW informed throughout the process. The RI and PiC confirmed that they had learnt a good deal through this process and felt it had reassured staff when dealing with areas of concern.

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Requirements which remain outstanding:

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New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

The physical environment

Inspector`s findings:

Norfolk House Nursery was housed in two adjoining semi detached properties near to the Civic Centre in Newport. The properties were owned and maintained by the RI. Both were over three floors and took a great deal of maintenance. It was found at inspection that although there was an ongoing programme of renewal, (carpets had been replaced on the stairs and hallway, and new safety flooring had been laid in the baby and kitchen areas), the deep cleaning of the nursery was not taking place and there was a build up of dust in areas of the nursery. The RI confirmed that he would address this.

Access to the nursery was by buzzer and admittance was by member of staff, usually the PiC who ensured that she or the deputy were on duty at the start and end of the day.

Stair gates were in place and parents of babies were seen to be assisted when taking their child to the first floor.

All rooms benefitted from large windows and high ceilings making them light and airy.

Certain rooms had direct sunlight from early in the day but no window dressing to soften the suns rays. This was a particular issue in the baby 1 base room and cot room. The RI had discussed window dressings at the last inspection, and although staff confirmed that, and there was evidence in the rooms that different methods had been trialled, no decision had been taken and the windows remained bare. The RI was asked to address this immediately as this continued position was unsatisfactory. If this is not addressed this will become a requirement and regulatory action will follow.

A window had been broken in the baby room. It was a double glazed pane and it was the outer pane which had been shattered. The RI stated that a risk assessment had been undertaken and the window was waiting to be replaced (after a time scale of some four weeks). This is unacceptable and a new window must be fitted without delay.

There were sufficient areas in the nursery for sleep and rest (2 cot rooms and the use of the Top Toddlers base room on the ground floor.

All rooms were seen to be well organised in terms of access by children and resources were seen to be age appropriate and sufficient in number.

The outdoor play area wrapped around the nursery and was basically three areas; tarmac which had been painted to provide a 'road way' for the children; grassed area with sand pit and decked area, and sensory 'secret garden'. Plans were in place for the development of a baby area, as discussed at the last inspection, but disappointingly these had not materialised for financial reasons. Extra security (CCTV) on the outside of the building was required and had left no resources for the development of the baby area.

Kitchen and toilet areas were seen to be clean and tidy on the day of inspection.

Written risk assessments were seen to be in place and renewed annually.

The fire drill log confirmed that drills took place.

Requirements made since the last inspection report which have been met:

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Requirements which remain outstanding:

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New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

Ensure a deep clean of the nursery takes place on a regular basis – monthly Replace broken window in baby room.
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A note on CSSIW's inspection and report process:

This report has been compiled following an inspection of the service undertaken by Care and Social Services Inspectorate Wales (CSSIW) under the provisions of the Children and Families (Wales) Measure 2010 and the Child Minding and Day Care (Wales) Regulations 2010.

The primary focus of the report is to comment on the quality of life and quality of care experienced by service users.

The report contains information on how we inspect and what we find. It is divided into distinct parts mirroring the broad areas of the National Minimum Standards.

CSSIW inspectors are authorised to enter and inspect regulated services at any time. Inspection enables CSSIW to satisfy itself that continued registration is justified. It also ensures compliance with:

Children and Families (Wales) Measure 2010 and associated Regulations whilst taking into account the National Minimum Standards
The service'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 and any staff, engagement with children who use the setting as well as information drawn from the provider's own self-assessment. At any other time, visits may also be made to services 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 are the same at all times. The registered provider / responsible individual is responsible for ensuring that the service operates in a way which complies with the 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 the last inspection report which are not listed as outstanding have been met.

Where key requirements have been identified, the provider is required under Regulation 18 of the Child Minding and Day Care (Wales) Regulations 2010 (Compliance Notification) to advise the appropriate regional office in writing 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 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 and where this is the case makes a summary of the complaint available to the public. CSSIW will also include within the inspection report a summary of any matters it has been involved in together with any action they have taken.

Should you have concerns about anything arising from the inspector's findings, you may discuss these with CSSIW or with the provider.

Care and Social Services Inspectorate Wales is required to make reports on registered facilities available to the public. The reports are public documents and will be available on the website: www.cssiw.org.uk