

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

Chuckles Day Care Wales Ltd
Pentwyn House
Pentwyn Lane
Bettws
Newport
NP20 7AE

Type of Inspection – Focused
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Summary

About the service

Chuckles Day Care is situated in Bettws, Newport. The service is registered to provide day care for a maximum of 53 children under the age of eight years. The Director and Responsible Individual (RI) is Lisa Owen. There is also a full time 'person in charge'. The nursery is based in a converted house within large grounds. CCTV monitoring is used to help safeguard children. The language of the setting is English with use of incidental Welsh.

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 an issue with regards to the statement of purpose. Prior to the inspection we read and analysed information held by CSSIW about the setting. Present at the inspection were the Director, manager and staff.

What does the service do well?

The provider is undertaking several pilot schemes and improvements which should ultimately benefit a wider audience.

What has improved since the last inspection?

The provider informed us that the following improvements have been made:

- the nursery has gained an Investors In People award for the eleventh year running
- the upstairs of the nursery is in the process of being refurbished, to include a training room for staff and parents and a soft play area for children
- electronic tablets have been purchased which provide an improved system for recording children's development, better communication with parents and frees up staff to spend more time focussed on children
- an infection control audit and resultant action plan has been undertaken in line with the latest guidance produced by Public Health Wales (October 2014).
- the nursery is piloting a Welsh Government initiative, Individual Personal Profiles (IPP), which are used to pass on information when children transition to school
- the provider has adopted the principles from the IPP initiative to use within the nursery when children move into a different age group
- the nursery is piloting a Foundation Phase Flexibility scheme whereby parents can access funded childcare places over an extended time period of 50 weeks.

What needs to be done to improve the service?

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

Practice recommendations:

- revise the statement of purpose in line with the National Minimum Standards
- when the current refurbishment is complete, the statement of purpose and operational plan should be revised to take account of the intended use of the upstairs rooms. A copy of each document should be sent to CSSIW.

Quality Of Life

Overall, we (CSSIW) found that the outcomes for children were positive and that staff delivered a child-centred service.

Children have opportunities for freely chosen, unstructured and self-directed play. The routine of the nursery includes time for free play. We observed that children were moving between activities and toys, selecting what they wanted to play with. Staff told us that children get continuous provision throughout the day, so that they can choose from a wide range of resources which are readily available. For example, staff said that things are left out on tables for the children to do, or they can go to the cwtch and get toy animals to take into another area to play with, if they wish. We were also shown the Tree, a fun wooden coat stand placed right next to the garden door so that children can put their own coats on and just go out when they want, supervised by staff.

Children have opportunities to learn, follow interests and develop skills. The nursery supports children's development through a varied range of play based activities. We observed that a very wide variety of toys and equipment was provided throughout the nursery. Staff told us that children are provided with a focussed task, related to the next steps in their learning. We noted that there was plenty of information about the development stages of children and babies displayed around the nursery. We saw the babies' activity planner and also sampled two babies' daily diaries, which were appropriately completed and included artwork that the babies had created. Staff at the nursery are learning Welsh and we heard it used frequently during our visit. One member of staff told us that the nursery had provided her with a two day course and an update course about learning Welsh vocabulary specifically related to children and the different activities they do. She added that she really liked using Welsh with the children. We were told that since coming back from the course this person has introduced a hand washing song in Welsh. We heard a child singing the song, even though the children have only been learning it for two weeks. Lots of Welsh vocabulary was also displayed.

Children's development is promoted through healthy food and drinks. Staff encourage children to try new healthy foods. At lunchtime we saw that children had been given pasta carbonara, which included fresh courgettes. Staff said it was the first time the cook had made it for the children. It was lovely to see the children enjoying their food and tucking in. *"I'm loving this!"* one child said. Two staff sat with the children and gave them their undivided attention throughout the meal. We saw that the staff showed the children how to twirl the spaghetti around their forks themselves. The dining room is upstairs and staff said they find this a good thing, because they can close the room door and children don't get distracted from their food. We observed that the children concentrated on their food and cleared their plates. Several of them asked for second helpings. Staff said, *"Lots of our parents ask for the recipes because the children eat the food!"*

Children are supported to deal with difficult feelings and are helped to develop coping strategies during times of change. The manager was cuddling a very young child that had recently started at the nursery and we noticed that the child was relaxed and enjoying being cuddled. The manager said that the child had a settling in period of three weeks, gradually increasing the amount of time they attended, *"So, by the time she came in, she knew us and we know her. Takes time to get to know her routines."*

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. CSSIW did not consider it necessary to look in any detail at the quality of leadership and management on this occasion. This theme will be considered at future inspections.

However, we followed up on an issue from the previous report of 15 November 2013 which noted that the statement of purpose should be condensed and also separated from the nursery prospectus. We looked at a copy of the statement of purpose prior to the inspection and saw that the provider had done this. Unfortunately, in the process of condensing the document some required information had been omitted. We discussed this with the RI and the manager and they readily agreed to revise the document again.

Quality Of The Environment

This inspection focussed on quality of life. CSSIW did not consider it necessary to look in any detail 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.

- **Focused 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 focused 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.

