



Inspection Report

Once Upon a Time Day Nursery

**Once Upon A Time Nursery
56 Railway Terrace
Llanelli
SA15 2RH**



Date Inspection Completed

29/07/2021

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About Once Upon a Time Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Person	Beverley Alldridge
Registered places	32
Language of the service	English
Previous Care Inspectorate Wales inspection	20 July 2017
Is this a Flying Start service?	Flying Start spaces are provided.
Does this service provide the Welsh Language active offer?	<i>The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.</i>

Summary

Children feel secure, happy, and comfortable at this setting. They have a positive relationship with the staff, who know them well. The setting promotes the children's well-being appropriately. They have policies, procedures and risk assessments in place. There is a caring atmosphere and the staff meet children's individual needs successfully.

Children receive care in a safe, secure environment. The setting ensures there is space and facilities to encourage children to play and learn. The setting provides toys and play equipment which are age appropriate and in good condition. The environment is welcoming and friendly.

The people who run the setting generally manage the service well. Staff work well with parents to give them information about the children's well-being and care, and parents speak highly of the staff.

Well-being

Children are happy, express enthusiasm and enjoy their time at the setting. They have good bonds of affection with the staff and seek out familiar people who they know will help them. Children chat easily with staff. Children enjoy sitting close to staff members during carpet time or when singing. Children are familiar with each other and have made friends. They play happily together or alongside each other. For example, there is lots of laughter as children chase bubbles outdoors and as they look at and share plastic figures in the tuff spot tray. Most children speak or express themselves confidently, communicating their needs in a variety of ways and know that staff will listen and respond appropriately.

Children have a strong sense of belonging and they know the routines well; even with the added cleaning and hygiene practices linked to Covid-19. They wash their hands at appropriate times and help tidy toys away after use. Children confidently came to stand near us, waving happily at us and were curious in what we were doing.

Children are enthusiastic and gain a sense of achievement from their play and learning. They enjoy a good range of opportunities. They participate and concentrate on self-chosen activities and in staff led tasks very well and for appropriate periods of time. For example, children sing along to the songs and join in with the movements as they wait to wash their hands. Children also enjoy naming items in both English and Welsh as they take part in circle time. A child, who was tired and did not want to sit for the whole circle time session, was provided with the opportunity to move away from the session and lie down in a quiet area.

Children have good opportunities to develop their independence skills enabling them do things for themselves successfully. They use the toilet, wash their hands independently, and are learning the importance of regular hand washing. During food time, children use a fork and spoon independently. Younger children are developing well, taking steps and leaning to walk independently. Children are naturally motivated to freely choose their play and move confidently from one area to another. Children gain a sense of pride from their achievements, and smile as they receive praise from care staff. Children respond well and proudly to the reward display and it gives them a sense of achievement, "*I'm going up the rainbow.*"

Children have a good voice at the nursery. Children state they wanted to sing songs in English, not in Welsh. A toddler shook their head showing they did not want their hand painted, and was provided with a paintbrush instead. Children have the opportunity to share their ideas on themes and these are displayed in the nursery.

Care and Development

Most care staff understand and implement policies and procedures sufficiently to promote healthy lifestyles and personal safety. They follow cleaning routines and hand washing practices thoroughly and frequently, encouraging children or supporting them to do the same. All care staff have current training in child protection and up to date first aid. Relevant records of accidents, incidents and medication are logged and signed by parents and care staff.

They have processes in place to safeguard children, however, a staff member was unable to answer a safeguarding scenario with confidence. Not all staff are fully aware of The Prevent Duty, which details how to seek help if there is a concern regarding radicalisation; however, there is a policy in place for the setting.

Staff mostly adhered to hygiene procedures. Staff are sometimes inconsistent when it came to following the nappy changing procedure and policy. Not all staff members wore gloves and aprons during snack time. Staff use good hygiene with the children, for example when a member of staff wiped a child's nose, she disposed of the tissue in the bin, and washed and dried her hands afterwards and wore clean gloves.

The setting deals with behaviour well, and has a good behaviour management policy in place. Staff follow the policy and use it appropriately, as they praise children for their good behaviour regularly. Care staff have relevant understanding and knowledge of child development and its impact on children's behaviour. Experienced and qualified staff care for children effectively and meet their individual needs. They consistently implement positive behaviour management strategies so children know what the expectations are. They use praise to reinforce good behaviour. Care staff are consistently responsive. They listen to children's views and interact with children with warmth and kindness, for example, *"You are so clever. I am so proud of you,"* as a child takes steps in the baby room. Staff celebrate children's achievements visually using the rainbow display as well as verbally with high fives and praise, *"Up the rainbow we go. Ardderchog. Well done."*

Care staff have a good understanding and knowledge of the children's developmental needs. They plan activities together, long term and in the short term. They agree a theme and plan activities suitable for children's age and stage of development. They assess children's progress and these feed into the activity plans. They have recently adopted the use of an 'App' which logs the children's activities and daily routine at the nursery. Staff complete progress files for each of their children with pictures and activities in addition to the App. Staff plan weekly activities based on areas of learning. Staff complete a 'scrapbook' of child's achievements, with photographs and evidence of their work along with the area of learning it relates to.

Care staff tell us they are proud to be a part of the team and feel like 'one big family.' They are thanked and feel appreciated and supported by management.

Care staff successfully use both English and Welsh with children whilst taking part in activities such as counting, singing, praising and giving instructions.

Environment

The environment is secure and well maintained indoors and outdoors. Thorough safety measures ensure access to and from the setting is secure and children are safe because no-one can enter or exit the setting without being admitted by a nursery member of staff. Staff keep a record and details of all visitors. People who run the setting ensure there are thorough cleaning routines to maintain good hygiene practices and infection control methods. New and revised policies are in place to reduce the spread of infection due to Covid-19.

The setting's premises is spacious and welcoming. The playrooms are light with colourful displays along with children's artwork on show. The setting has appropriate resources and equipment for a range of ages.

The staff ensure that the environment is safe and secure. They have risk assessments in place for the setting. The setting undertakes regular fire drills, they regularly check the fire extinguishers and alarms and a fire blanket is wall mounted in the kitchen. There are covers on all radiators to protect children from the hot surface and safety gates are fixed to the entrance door of the baby room and at the steps leading to the nappy changing area within that room. The environment is equipped with suitably sized furniture and equipment to support children's independence, for example, child sized tables and chairs and toilet training facilities. The toileting and nappy changing area provides for children's privacy and dignity. There is a dedicated kitchen on the ground floor and young children have areas to sleep and have quiet time. Staff ensure chemicals are stored securely and first aid kits are readily available. There are cleaning rotas in place, which staff sign off.

People who run the setting have developed the outdoor area extensively to provide an effective learning space and opportunities for children to explore. These include construction play, climbing equipment, role play and an area to play ride-on toys. It also includes an outdoor all weather classroom.

Leadership and Management

The setting runs appropriately, and the staff are mostly organised. They keep all records in relation to children's contracts and their preferences. The setting has all appropriate parental permissions in place. The setting has up to date certificates such as public liability insurance, car documents to transport children and service checks. During the inspection visit, there were no accurate attendance records for staff, however, this was rectified during the inspection process. There are records in place for the attendance of when the children arrive and leave.

The setting has a good range of policies and procedures in place. They have amended their statement of purpose, following the inspection visit, and it now includes all of the information required. All policies are detailed and reviewed regularly. The safeguarding policy needed updating as well as the complaints policy; the leader provided CIW with an updated copy during the inspection process. All staff sign to acknowledge they have read and understood all the setting's policies.

People who run the service mostly ensure staff are fully vetted before being recruited, or that staff are always deployed effectively. Staff have the required Disclosure and Barring Service checks in place. During the inspection visit, of the three staff files viewed, we found two staff files were missing full work history and proof of identification. The leader confirmed following the visit that this is now in place. People who run the setting promote ongoing training for professional development of all staff. Performance management is effective, and all staff receive regular one-to-one supervision and annual appraisals, encouraging them to think about the quality of their work and consistency in their practice.

People who run the setting compile an annual review of the service and consider the views of parents, staff and children. The leader informed us that the most recent review did not include feedback from parents, as they were not provided with copies of the questionnaires due to the Covid-19 pandemic. They take account of any issues raised, record and respond appropriately.

Partnerships are strong. People who run the setting ensure information about their children are shared daily with parents using an app as well as verbally. Parents of children using this setting tell us that care staff always have enough time to discuss and chat about their child's day with them. Parents highly commend the service. They told us that they are delighted with the care that the nursery provides and that staff are outstanding and very approachable. Parents feel that their children have made substantial progress in their development and are kept well informed about their children's development and any changes to the nursery's organisation.

Recommendations to meet with the National Minimum Standards

R1. Staff understand and follow all procedures and policies, for example Safeguarding, The Prevent Duty and nappy changing policy

R2. Staff wear an apron and gloves when dealing with food.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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