



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru  
Care and Social Services Inspectorate Wales

## 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

**Once Upon a Time Day Nursery**

**The Party Place  
56 Railway Terrace  
Llanelli  
SA15 2RH**

**Type of Inspection – Focused  
Date of inspection – Monday, 3 August 2015  
Date of publication – Tuesday, 22 September 2015**

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## Summary

### About the service

Once Upon A Time Day Nursery was registered by the CSSIW in September 2011 to provide a full day care service for a maximum of eighteen children aged 0-5 years. The setting operates from a two-storey detached house in Llanelli and is open between the hours of 8am until 6pm. Monday – Friday. The service is provided through the medium of English and incidental Welsh is also used. The named Person in Charge is Rachel Jones and the Registered Provider is Beverley Alldridge.

The service is a member of a recognised provider organisation.

### What type of inspection was carried out?

This was a scheduled, unannounced focused inspection that looked at one theme, the Quality of Life and took place on the morning of 3<sup>rd</sup> August 2015.

During the visit the following methodologies were used:

- Direct observation of interaction between staff and children.
- Discussion with staff on duty.
- Inspection of documentation at the setting.
- Observation of 1 child using the Short Observational Framework for Inspection (SOFI) tool. The SOFI tool enables inspectors to observe and record life from a child's perspective; how they spend their time, activities, interactions with others and the type of support received.

### Further information for this report was gathered from:

- The setting's Statement of Purpose.
- The Quality of Care report.
- The history of the registered setting held by CSSIW.
- The previous inspection report.

### What does the service do well?

- The Nursery benefits from being run by a qualified and experienced primary teacher.
- Open evenings are held once a term for parents and key workers to discuss the children and any suggestions which arise during the term.
- A communications book is sent home with the children daily.
- The children benefit from a well established staff team as most have worked at the setting since it opened and staff turnover is low.
- The nursery organises outings for the children and recently went to Folly Farm
- Excellent child: adult ratios are maintained.
- Is part of the Design to Smile and Cool Milk schemes.
- All staff have valid certificates in Paediatric First Aid, Child Protection and Food Hygiene
- A closed circuit television was in place as part of the service's management of the

safety of the children.

### **What has improved since the last inspection?**

- All five members of staff have completed a Level 5 course in Childcare and Leadership
- New resources have been purchased including story sacks, a sensory den, a dark den, puppets, jigsaws, musical instruments, storage units, extra display boards for the entrance hall and one in the inside/ outside room, story books multicultural dolls.
- Two additional members of staff have been employed as “Helping Hands” to work with children who have additional needs.
- The outdoor area has been developed to include different areas and new fencing with gates and coloured pencil style posts have been erected to distinguish these areas. Development of this area is ongoing and more resources have been ordered, including a new shed and shelter and soft matting for the areas which have concrete at the moment.

### **What needs to be done to improve the service?**

We found no areas of non-compliance with the “The Child Minding and Day Care (Wales) Regulations 2010”.

## Quality Of Life

Overall, we (CSSIW) found that children receive warm, well-planned care which promotes their wellbeing and individual development.

Children have choice and are listened to at Once Upon A time. Observations showed that staff members spoke to children in a positive, warm manner, considering the needs of the children and offering choices. They were responsive to non-verbal communication and used calm voices to encourage children whilst they were playing with an assortment of musical instruments. Staff members made good eye contact with the children, who enjoyed playing with their musical instruments in both the babies room and the inside/outside room. The older children were also singing and dancing along with the music programme they were watching and cuddled up to staff when they wanted reassurance and to show and receive affection. Children were observed to be smiling and chatting happily. Staff were heard asking children if they needed help or wished to be playing with something else. Safety was ensured throughout the play.

Children benefit from a range of interesting and educational activities because we saw that the children were engrossed in their activities and played enthusiastically, happily and with confidence. We also saw photographs of the children involved in a range of activities which reflected the principles of the Foundation Phase and observed the children to be enjoying playing with a wide assortment of toys during the visit. There were many displays of the children's work throughout the nursery helping to create a welcoming, stimulating environment and the resources were easily accessible to the children with clear labelling. Clear developmental plans and transitional plans were seen for a sample of the children along with communication/home books.

Children are encouraged to develop an awareness of a healthy lifestyle because they were offered healthy food options and plenty of opportunities for physical activities. A member of staff was employed to provide freshly prepared lunch time meals, in line with a weekly rotating menu. We observed the children enjoying freshly cooked pasta with a sauce and a pudding on the day of the inspection. The Registered Person told us that allergies were catered for and that all main courses in the meals prepared at the service were dairy free. We observed that fresh drinking water was available at all times for the children and that there were water stations in each room with the children's names clearly labelled on their own bottles and jugs of water available. The Person in Charge told us that the children had recently started pouring their own milk during snack times. The service partakes in the Design to Smile scheme to promote dental health and the Cool milk scheme to receive free milk. The service has also been put on the waiting list to join the healthy pre schools scheme but promotes healthy eating via activities, stories and growing produce in the nursery garden, which the children are able to taste and cook. We saw the staff members promoting the children's awareness of personal hygiene and safety, and encouraging the children to act appropriately and independently. Whilst independence was encouraged, staff members were constantly at hand to support, guide and prompt the children as needed.

Children experience warmth, attachment and belonging because they are cared for by consistent staff members. In discussion, staff showed that they knew the children in their

care well, they showed genuine affection for the children and we observed children being cuddled and spoken to kindly. There was a key worker system in place along with room leaders and deputy room leaders and a high staff:child ratio. Team meetings were held on a weekly basis and there were regular supervisory observational sessions, meetings and appraisals in place, which all helped to strengthen communications between staff within the nursery and further improve the outcomes for the children.

## Quality Of Staffing

This inspection focused on the quality of life for children attending the nursery. CSSIW did not consider it necessary to look at the quality of staffing in detail on this occasion because:

There had been no changes to the staff team since the previous inspection apart from two additional members of staff who had recently joined the service as "Helping Hands". We saw their files to be complete.

Staff were observed to be enthusiastic and capable, and carried out their roles well.

Staff demonstrated through their care giving that they knew the children very well.

No concerns had been raised about the service.

However, this theme will be considered during future inspections.

## Quality Of Leadership and Management

This inspection focused on the quality of life for children attending the nursery. CSSIW did not consider it necessary to look at the quality of leadership and management in detail on this occasion because:

Overall the service is well run and managed.

There had been no changes to the management structure since the previous inspection.

No concerns had been raised about the service.

However, this theme will be considered during future inspections.

## Quality Of The Environment

This inspection focused on the quality of life for children attending the nursery. CSSIW did not consider it necessary to look at the quality of environment in detail on this occasion because:

The child care rooms were clean, fresh and airy.

The premises were secure and there was a system for managing access to the child care rooms.

No concerns had been raised about the service.

However this theme will be considered during future inspections.

## How we inspect and report on services

We conduct two types of inspection; baseline and focused. 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. Focused 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.