



## **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**

56 Railway Terrace  
Llanelli  
SA15 2RH

**Type of Inspection – Focused**  
**Date(s) of inspection – 7 May 2013**  
**Date of publication – 2 July 2013**

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## Summary

### About the service

Once Upon a Time (Llanelli) was registered in September 2011 and is registered to provide full day care for a maximum of 18 children under the age of eight years, at any one time. Eight were present at the time of the inspection visit.

The Registered Person of the Nursery is Beverley Alldridge and the person in charge on a day to day basis is Rachel Jones.

The nursery building is divided up into a baby room, a pre-school room, an “outside-in” room, nappy changing area, cot room, toilets, kitchen/diner, office and staff toilet. Children have access to a secured, play area in the garden at the rear of the setting. They are supervised during outdoor play at all times.

### What type of inspection was carried out?

The visit was a scheduled, unannounced, focussed inspection, undertaken on 7th May 2013. The inspection focussed on the theme of Quality of Life.

This report was based on the following:

- Examination of the previous inspection report;
- Discussions with the person in charge and staff;
- Observations of procedures and interactions;
- Viewing of certain documentation.

### What does the service do well?

Freshly baked, nutritious food is made daily by a member of staff on the premises. The nursery has applied to run a Cylch which would be partly financed by Mudiad Meithrin, which will hopefully run two mornings a week.

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.

### What has improved since the last inspection?

The whole nursery went on a visit to Pembrey Beach, in connection with their project, “Under the Sea”;

Pre-schoolers went on a trip to Penclacwydd.

The Baby Unit has benefitted from the purchase of a safety gate and barrier;

The pre-schoolers and toddlers have benefitted from the purchase of a new lap top for their use.

All of the nursery has benefitted from toys and books which have been donated by parents;

A new shed had been bought for the outdoor play equipment.

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

No recommendations were made at this inspection.

## Quality of life

Children were encouraged to make choices and decisions for themselves wherever possible and they experienced well being and a sense of achievement. We (CSSIW) observed the following during the inspection visit:-

Children planned and initiated their own activities during free play.

Staff praised the children at any available opportunity explaining why they had praised, whether it was for sharing, good behaviour or good ideas and work.

Children as well as parents and staff were involved in the annual Quality of Care Review which took place. Special forms with smiley faces were completed by the children, with the help of their key worker where needed. We observed the Quality of Care review questionnaires and the report at the time of the inspection visit.

Children were able to access opportunities to learn, follow interests and develop skills because the Nursery was seen to be well organised and the person in charge confirmed that all policies and procedures were continually monitored and in place. We observed that all ages were catered for and were making good progress in learning and development for their specific age ranges. The older children had access to a large and varied assortment of toys and equipment, which were well labelled and arranged within the room. At the time of the inspection, we observed the “toddlers” listening to stories, listening to nursery rhymes on cd, cutting, drawing, playing in the sand, and being taken for a walk around the local community. The younger children and babies enjoyed looking at books and playing with sensory toys, and small world toys, including cars and being pushed in the “Buggy Bus” to collect older children from school at lunch time. All children had regular access to outdoor play, which provided activities to engage all children and the Person in Charge assured me that the children were supervised at all times.

Children benefitted from a healthy diet and this was due to:-

The nursery’s food and diet policy was to offer healthy snacks and drinks;

The nursery employed a member of staff, who was supernumerary, to prepare fresh food in the kitchen. The person in charge was aware of each child’s care plan and requirements. The menu for the setting was on display for the parents to see and they could request alternatives in advance, if needed.

The menus were on a two week rota and there was a winter and a summer menu.

Water and juice was accessible throughout the day.

Healthy eating was discussed during cooking activities and incorporated into stories, such as, “Handa’s Surprise”, involving other curriculum areas within the Foundation Phase

Activities such as planting fruit and vegetables within the nursery’s garden re enforced healthy eating.

During snack time a new fruit would be introduced weekly along with a regular variety.

Children experienced warmth, attachment and belonging, as all of the staff members were observed interacting with the children in a nurturing, calm manner, with the children’s opinions being valued. Children were seen to benefit from the staff offering praise and reassurance. Care plans agreed between staff and parents were adhered to and this helped in the transition of children from home to the nursery. Kindness, smiles and encouragement were seen being given to all children by all staff on the day of the inspection.

## Quality of staffing

This inspection focused on the experience of children using the service and their quality of life at the setting. CSSIW did not consider it necessary to look at the quality of staffing on this occasion because:-

- the service has been compliant and no issues of concern raised since the last inspection report July 2012;
- the staff regularly attended courses;
- no issues of concern was raised by the parents;

This enabled the inspector to spend their time observing their care and their relationships with the staff. However this theme will be considered during future inspections.

## Quality of leadership and management

This inspection focused on the experience of children using the service and their quality of life at the setting. CSSIW did not consider it necessary to look at the quality of leadership and management on this occasion because:-

- the service has been compliant and no issues of concern raised since the last inspection report July 2012;
- no issues of concern was raised by the parents;
- parents/carers stated in their Quality of Care Review questionnaires that they were happy with the information sharing .

This enabled the inspector to spend their time observing their care and their relationships with the staff. However this theme will be considered during future inspections.

## Quality of environment

This inspection focused on the experience of children using the service and their quality of life at the setting. CSSIW did not consider it necessary to look at the quality of environment on this occasion because:-

the service has been compliant and no issues of concern raised since the last inspection report July 2012;  
no issues of concern was raised by the parents/carers;

This enabled the inspector to spend their time observing their care and their relationships with the staff. However this theme will be considered during 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.