



## Inspection Report

**Nightingales**

**Ysgol Nantgwyn  
Llewellyn Street  
Penygraig  
CF40 1HQ**



**Date Inspection Completed**

24/05/2021

**Welsh Government © Crown copyright 2021.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Nightingales

Type of care provided	Children's Day Care Full Day Care
Registered Person	Melanie Bailey
Registered places	51
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">Manual Insert</a> First inspection since registration
Is this a Flying Start service?	<a href="#">Manual Insert</a> Yes
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

## **Summary**

Children are confident communicators. They are able to make good choices and decisions about what affects them. Most children interact well with their peers and care staff. They express enthusiasm and enjoyment in their activities. They feel settled and safe, forming strong bonds of affection with care staff. Children develop very good independence skills.

Care staff fully understand and implement policies and procedures to keep children safe. They interact very positively with children, ensuring they feel valued and happy. Care staff fully meet children's needs. They routinely assess children's development, providing activities that interest them, promote independence and support individual progress.

People who run the setting have good measures in place to ensure the environment is safe, secure and well maintained indoors and outdoors. They ensure the environment meets the needs of children and enables them to easily access a good range of age and stage appropriate resources both indoors and outdoors.

People who run the setting have a clear vision for the service. They ensure they comply with regulations and update their comprehensive policies, procedures and records when required. They monitor their setting effectively and implement required improvements. People who run the setting implement effective recruitment processes and professional development for staff. Partnerships and engagements with parents and other professional agencies are good.

## Well-being

Children are good communicators. They confidently express their needs verbally and non-verbally. They seek comfort and support from staff by approaching them and asking them, or putting their arms out. One child indicated that they were tired and went to a member of staff to be cuddled. Children are confident to ask care staff for resources, such as cars, whilst others help themselves to toys independently.

Children feel safe, happy and valued at the setting. Most children feel a good sense of achievement and high self-esteem because of positive interactions with care staff. They have warm relationships with other children and staff. They are relaxed, and settled. Children enjoy receiving praise and recognition for their efforts. They laugh together as they 'catch fish' in a game outdoors and a child smiles broadly as they receive a sticker for doing a good drawing.

Nearly all children engage enthusiastically in their activities. Children make good use of opportunities to initiate their own play and follow their instincts. They move between play areas confidently, seeking out activities that interest them. Many engage well with others in the home corner, interested in the resources, expressing their imagination well in their pretend world. Some children choose not to engage in play activities and enjoy riding on a trike around the outside area. Alongside free play, some children choose to sit with a staff member to look at a book or draw.

Children experience a very good variety of age/developmentally appropriate opportunities that promote their all-round development. Many children are able to successfully use the toilet independently and at lunchtime, most were able to eat their food appropriately. Most children are happy to try to achieve things independently when encouraged to do so by staff, for example pouring their own drinks.

## Care and Development

Care staff fully understand and consistently implement policies and procedures to promote healthy lifestyles and personal safety. They follow and apply the protective measures guidance, policies and risk assessments. Care staff implement robust cleaning routines, including between different sessions. Nearly all care staff are qualified in paediatric first aid, food hygiene and safeguarding training is in date. They understand their responsibilities to protect children and this is prioritised. Relevant records of accidents, incidents and medication are signed and dated. This process has been reviewed during the Covid 19 pandemic and the policy now includes the current practice. Care staff ensure children's allergies and intolerances are displayed within all food areas and they efficiently take responsibility to oversee these risks are eliminated during all meal times.

Care staff interact very positively with the children. They fully understand the behaviour management policy and encourage positive behaviour consistently. They reward the children with stickers and reinforce that children have achieved their targets and goals. Care staff praise children for positive behaviour for example, 'good sharing', when children are kind towards others. Care staff take every opportunity to promote children's self-esteem. We heard comments such as 'well done for tasting that', 'those shoes are beautiful' and 'excellent try'. A child beamed when they sat and they all sang 'happy birthday' to him. Staff act as good role models at all times. They promote good manners such as coughing into their hand as well as reminding children not to run or throw toys, so they do not hurt themselves or others.

Care staff have a very good understanding and knowledge of the children's developmental needs and personalities. They track children's progress and use the information to plan for their next steps in play and learning. They understand the children as individuals and use this to adapt their methods to achieve the best response. For example, during lunchtime, one child was quiet, so care staff encouraged them to join in a conversation. Care staff are consistently responsive and use good eye contact and soft tones. They listen to children's views and interact with children with warmth and kindness. They engage children in conversations about what they did on the weekend and one child spoke animatedly about how they enjoyed fishing. Care staff use both English and incidental Welsh with children whilst taking part in activities such as counting and giving instructions. Some care staff speak Welsh fluently and bilingual newsletters are sent out to parents. The active offer is not currently available, but they intend to develop more use of the Welsh language in the future.

## Environment

People who run this setting have effective measures in place to ensure that everyone understands their responsibilities in relation to the welfare and safety of children. During the Covid-19 pandemic, there are extra hand washing and cleaning routines in place, parents do not enter the building and staff wear masks to greet them at the door. The environment is generally safe, secure and well maintained indoors and outdoors. People who run the service regularly update risk assessments that include Covid 19 measures, the general environment and activities. A further review of where to place paper towels has been completed, to ensure easy access for staff when washing their hands in the kitchen area. People who run the service have systems in place to assure themselves that the local authority, who own the building, carry out appropriate maintenance checks.

The premises are welcoming, with displays of children's artwork displayed. All toilets and changing facilities are accessible. They are clean and provide appropriate privacy and dignity for children. The furniture and equipment are suitable for all ages and stages of development and there is plenty of space for children to socialise and move around. There is direct access to the outside play area from the playroom, providing children with good facilities to have exercise and fresh air.

People who run this setting effectively organise the resources and toys. They provide stimulating resources for all ages and stages of development to develop personal and social, language and mathematical skills through construction play, small world and role-play activities. The resources, in line with the current themes, are set out to inspire children's imagination. The outdoor area is well resourced, providing interesting opportunities for children to play. This includes a mud kitchen and utensils, construction play, games, role-play and an area to play ride-on toys.

## Leadership and Management

People who run the setting have a clear statement of purpose, providing parents with accurate information about how the setting operates. This has been adapted during the Covid 19 pandemic. Policies and procedures are in place and are reviewed regularly. They successfully apply their policies in the running of the setting and this is evident during the Covid-19 pandemic.

People running the setting consistently follow a timely and robust recruitment process by performing suitability checks, followed by a thorough induction process before staff begin their roles at the setting. A staff file evidences all checks are in place with some minor gaps of signatures and dates. Managers deploy staff in an organised way, so that staffing ratios and children's needs are fully met. They receive regular supervision and appraisals to ensure they are kept well informed and to identify training needs. Staff are happy working at the setting. People running this setting are proactive in keeping up to date with current best practice, and are part of the local authority Flying Start initiative

People who run the setting have good systems in place to monitor the quality of the service they provide. The self-evaluation process is effective and acts as a tool for creating an action plan for the year ahead. People who run the setting consider the views of parents, staff and children. They take account any issues raised, record and respond appropriately.

Partnerships are parents and other relevant agencies are strong. They engage with Care Inspectorate Wales (CIW) and other organisations in a timely manner. They have a number of partnerships in place such as Flying Start, local health visitors, school, social services and medical professionals. People who run the setting provide good information to parents including daily electronic communication and photographs. Parents receive regular updates on any changes to how the service operates electronically, as well as via a comprehensive parent notice board in the area accessed by parents. Parents told us that they are happy with the service and the progress their children are making. They said that their children enjoy attending.



## **Recommendations to meet with the National Minimum Standards**

No recommendations have been made. Minor recommendations discussed with the responsible individual during the course of this inspection, have been met.

**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	
------	--

**Areas where priority action is required**

None	
------	--

**Areas where improvement is required**

None	
------	--

**Date Published** 12/07/2021