

Inspection Report

Ocean Day Care Nursery

**Unit 5
Vanguard Way
Neptune Point
Cardiff
CF24 5PG**



Date Inspection Completed

02/07/2021

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About Ocean Day Care Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Ocean Daycare Limited
Registered places	48
Language of the service	English
Previous Care Inspectorate Wales inspection	27 April 2021
Is this a Flying Start service?	No
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 children who use, or intend to use the service.

Summary

This was a focused inspection undertaken during the Covid 19 pandemic; therefore, we have focused on the priority areas for this setting and not the full quality framework. On this occasion, we did not consider the environment and care and development themes.

Children enjoy their time at the setting. They play happily with their friends and develop close relationships with staff. This makes them feel safe and secure. Children choose which toys and resources they would like to play with and are confident to ask staff for help. They develop appropriate levels of independence in line with their age and stage of development.

The manager runs most aspects of the setting appropriately but they need to make some improvements. Communication between staff and management is not always effective. The manager has addressed some recent staffing issues appropriately, but must sustain this going forward to ensure the setting runs smoothly.

Well-being

Children are encouraged to speak and express themselves. They are listened to which makes them feel valued. Children have opportunities to make choices and decisions. We saw children ask for songs they would like to sing during circle time and choose activities they would like to complete during playtime.

Children separate well from their parents/carers. They have good relationships with staff and make friends with other children. We saw them happily greet their friends and staff as they arrived. Children are familiar with the setting routines, which makes them feel safe and secure. They know to sanitise their hands when arriving at the setting and wash their hands after eating breakfast.

Children enjoy their play and concentrate on activities for an appropriate amount of time. One child showed us their carefully completed tracing activity, beaming as they proudly named all the shapes they had traced. Children share toys and play well together. They are kind and thoughtful towards their friends. When one child wanted to join in with a painting activity, children quickly made space at the table.

Children are developing well. Activities provided promote their all-around learning. We saw children learn colours in Welsh as they painted, and play imaginatively shouting '*aye, aye captain*', as they played with a pirate ship. Children learn self-help skills, which helps prepare them for attending school. They wash their hands independently, and take off their own coats when they arrive. Meal times are a social occasion where children chat happily to their friends and staff.

Leadership and Management

There is a clear statement of purpose providing parents with information about how the setting runs. The manager has amended this document to reflect correct contact details for CIW, as recommended in our previous inspection. The operational plan sets out the line management of the setting but does not name all individuals. This would be beneficial, ensuring that staff and parents are aware who is involved in the organisational structure.

There are appropriate systems in place to deal with staff grievances. The manager carries out exit interviews with staff who leave their employment. This is a useful way to gain an insight into why staff members decide to leave and identify any issues. A number of staff have left during the past 12 months. The manager failed to notify CIW of this in a timely manner. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

There is a system in place to ensure that staff receive supervision and appraisal. Most staff told us that they find these meetings beneficial. For example, staff can request training and resources. However, a small number of staff told us they would find more regular supervision meetings helpful. Staff told us that communication within the setting is an area of weakness; only one team meeting has taken place over the past 12 months. The manager expressed difficulties in carrying out regular staff meetings during the Covid 19 pandemic and agreed that more frequent staff meetings would improve communication. There is an appointed deputy to oversee the running of the setting in the manager's absence. Staff registers show that the manager is at the setting each day but there are significant periods where the deputy is left in charge. We observed no impact during the inspection, as the manager was present.

Recommendations to meet with the National Minimum Standards

R1. Update the operational plan to provide further detail on the management structure of the setting and their responsibilities.

R2. Implement systems to improve communication and sharing of information, to ensure staff meet children's individual needs.

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

The provider has not ensured that the quality of care is reviewed annually.	Regulation 16 (2) (a)
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Where providers fail to improve we will escalate the matter by issuing a priority action notice. Where providers fail to take priority action we may escalate the matter to an Improvement and Enforcement Panel.

Areas where priority action is required

None

Areas where improvement is required

The responsible individual has not notified CIW of staff changes in a timely manner.	Regulation 31 (1) Sch4.02(1)(b)
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The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

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