



Inspection Report

Chou Chou's Day Nursery

**Chou Chous Day Nursery
Bridge Street Newbridge
Newport
NP11 5FE**



Date Inspection Completed

05/05/2023

About Chou Chou's Day Nursery

Type of care provided	Childrens Day Care Full Day Care
Registered Person	Joanne Rees
Registered places	75
Language of the service	English
Previous Care Inspectorate Wales inspection	26 April 2018
Is this a Flying Start service?	
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

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<u>Well-being</u>	Good
<u>Care and Development</u>	Good
<u>Environment</u>	Good
<u>Leadership and Management</u>	Good

For further information on ratings, please see the end of this report

Summary

Children are happy and settled at the nursery. They have a sense of belonging and express enjoyment in their day-to-day activities. Children are developing their independence skills through child led play, learning experiences and social situations.

Staff interact positively with children and show understanding and respect towards them. They know the children well and ensure they provide meaningful and interesting activities for them. They plan a range of fun activities led by the children's interests. We have identified an area for improvement in relation to hazards and safety within the premises.

The environment is secure, clean, welcoming, and well maintained. Good quality furniture, toys, and resources both indoors and outdoors promote children's play and development. People who run the setting ensure the environment is safe and secure and that it promotes the health and well-being of children.

Leadership and management of the service is good. There is a clear vision for the service and the management team support staff to carry out their jobs well. Leaders ensure a suitable service is provided to all children attending the nursery.

Children are happy, safe, and valued at the nursery. They develop friendships in line with their ages and stage of development. They make strong bonds with staff who care for them. Children are familiar with routines; they explore the environment freely and know how to access resources on offer to them. For example, we saw children choosing to play with the natural materials in the tuff spot.

Children are encouraged to make their own decisions about how they spend their time at the setting. They choose from a wide variety of exciting and enjoyable activities. For example, we saw younger children smiling and laughing while filling and emptying tins containing coloured rice. Staff listen carefully to the children and show an interest in what they do. We saw a child smile warmly when told by a member of staff, *“Good boy! Well done for helping your friends.”*

Children enjoy their play and learning. They benefit from a good variety of age-appropriate play and learning resources across the nursery. They are interested in their play and some show curiosity and the ability to play alone for periods of time suitable to their individual needs. Children have opportunities to engage in adult led activities as well as independent play. We saw a group of older children choosing to listen and join in with singing time with a member of staff.

Children are developing well and have some opportunities to become independent. We saw young children feeding themselves, with staff available for support. However, not all childcare rooms gave children the opportunity to serve themselves at mealtimes. Children have a variety of opportunities to develop their physical skills using resources both indoors and outdoors such as mark making implements, creative areas, bikes and ride on cars and a large area to run around outside.

Care and Development

Good

Staff have a good understanding of their roles and responsibilities to keep children safe and healthy. They promote healthy lifestyles effectively. For example, they follow good hygiene procedures and encourage children to wash their hands, helping to develop their personal hygiene practices effectively. Safeguarding procedures are in place and promote the welfare of children. Staff understand their responsibilities in relation to safeguarding procedures. They record accident, incidents, and injuries at home effectively, these are signed and dated by staff and parents in a timely manner. The nursery manager evaluates these monthly to identify any trends. Action points are noted and carried out to minimise the risk of accidents re-occurring. There are robust allergy procedures in place. All meals served to children are freshly made on site each day using fresh ingredients. During the inspection, we identified some issues with regards to hazards and safety within the nursery. For example, the latch to close the gate in the outdoor area was broken, the gate into the baby room did not close correctly, the gate on top of the stairs was not always closed after being opened by staff, finger guards were missing from some doors and there was a strong, unpleasant odour in two bathrooms that children used. As a result, we have identified an area for improvement due to the hazards and safety. During the inspection process, the provider completed all the work identified immediately. As a result, we are satisfied with the evidence provided that all work has been completed and have therefore closed the area for improvement.

Staff are motivated and keen to effectively promote children's development. They communicate with each other and are aware of their individual roles in delivering nurturing, responsive care. Children's personal needs are attended to promptly and they are treated with respect and are valued as individuals. Staff work well together to promote positive behaviour, being mindful of the age of the children. They are positive role models to the children in their care, treating each other and children with respect and kindness. Staff show an interest in what children are doing and are happy to play with children to support their learning and development.

Staff plan a good range of interesting activities based on the interests of the children. They monitor children's progress well with regular observations, individual planning and ways forward planned for each child. They are nurturing and consistent in their approach and provide realistic boundaries for children to follow. There is some use of incidental Welsh used in some base rooms. However, this is not consistent across the whole nursery.

Environment**Good**

The environment is safe and clean. Access to the building is through a secure, keypad locked entrance. Visitors sign in and out on entry and exit of the setting. The environment is well maintained and welcoming to the children and staff. Staff keep children safe by completing daily safety checks of the environment to identify and where possible eliminate risks to children's safety. The setting is registered with the food safety department at the local authority.

The indoor environment is welcoming and child friendly. All rooms are well decorated with calming, neutral colours, which gives a relaxed and homely feel. All base rooms are of good size, which meets the needs of children. Wall displays celebrate children's creations, which gives them a sense of ownership and belonging. Each room is set up to encourage children's development. For example, painting areas to develop children's creativity, book area to develop their early language skills. Rooms are set up to encourage children's independence and free play. For example, we saw children accessing resources on offer to them from the storage units at child's height. The outdoor play area is secure and welcoming to the children. There are many appropriate age-appropriate resources available for the children including a covered area and bikes. Due to the setup of the nursery, it is not possible for all children to have free-flow access to the outdoors. Staff use a well-managed timetable to ensure children of all ages access the outdoor area daily.

All rooms are well resourced with new and recycled good quality materials. For example, there are homemade low-level tables and chairs made from recycled wood. All rooms have appropriate toilets for the children. There are nappy changing facilities available in each room. There are also extra toilets and nappy changing if required.

Leadership and Management

Good

People who run the setting are organised and have a clear vision for its future. They ensure that staff have worthwhile opportunities to offer input to developments through staff and team meetings. People who run the setting regularly review the policies and procedures and ensure they are implemented successfully. They ensure there is an up to date statement of purpose which is fully compliant with regulations and meets national minimum standards. People who run the setting ensure the required ratios of staff to children are met. There is Public Liability insurance in place.

People who run the setting regularly review the quality of care they provide. They collect feedback from parents, children, and staff to ensure the review is thorough. People who run the setting use their findings, to produce purposeful plans for improvement. For example, creating a sensory room, developing ways to encourage children to use their imagination, and creating easier ways for children to access different resources.

People who run the setting ensure good recruitment processes. They complete effective suitability checks including Disclosure and Barring Service (DBS) checks before staff start in post. All staff have timely and purposeful inductions. The setting ensures supervisions and appraisals are completed regularly and these highlight areas for professional development and training. Qualifications of staff meet requirements. People who run the setting organise staff effectively ensuring that they are fully aware of their roles and responsibilities. They hold regular staff and team meetings to discuss various topics, including changes, upcoming events, and celebrations and to update staff on changes to policies and procedures. Nearly all the staff reported that they feel happy and supported and have good opportunities for professional development. People who run the setting regularly inform Care Inspectorate Wales of any changes or significant events and occurrences.

Partnerships with parents are good. All the feedback evidenced by the setting and discussions with parents during the visit were positive. Parents informed us their children's needs are met and their children make good progress. They told us that the setting's staff are approachable and accommodating. Information is shared with parents via doorstep discussions, daily diary, and a monthly newsletter. The setting has a social media page which is used to share information and photographs about recent activities. Leaders ensure they develop good links to the local community, in particular with the five schools that children from the setting attend.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
25	The Responsible Individual must ensure that all parts of the premises are, so far as reasonably practicably possible, free from hazards to the safety of children .	Achieved

Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

National Minimum Standards	
Standard	Recommendation(s)
Standard 8 - Nurture and well-being	Consider how children can be more independent at mealtimes throughout the nursery.

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

Best Practice
Recommendation(s)
Increase the use of incidental Welsh throughout the nursery.

Ratings	What the ratings mean
Excellent	These are services which are committed to ongoing improvement with many strengths, including significant examples of sector leading practice and innovation. These services deliver high quality care and support and are able to demonstrate that they make a strong contribution to improving children’s well-being.
Good	These are services with strengths and no important areas requiring significant improvement. They consistently exceed basic requirements, delivering positive outcomes for children and actively promote their well-being.
Adequate	These are services where strengths outweigh areas for improvement. They are safe and meet basic requirements but improvements are required to promote well-being and improve outcomes for children.
Poor	These are services where important areas for improvement outweigh strengths and there are significant examples of non-compliance that impact negatively on children’s well-being. Where services are poor we will take enforcement action and issue a non-compliance notice.

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