



## Inspection Report

**Jolly Tots Day Nursery**

**Unit 17  
Ely Valley Business Park  
Station Terrace  
Pontyclun  
CF72 9DZ**



**Date Inspection Completed**

13/01/2023

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## About Jolly Tots Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	JTDN Limited
Registered places	90
Language of the service	English
Previous Care Inspectorate Wales inspection	14 May 2019
Is this a Flying Start service?	<a href="#">Click or tap here to enter text.</a> No
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.

<u><a href="#">Well-being</a></u>	<b>Good</b>
<u><a href="#">Care and Development</a></u>	<b>Good</b>
<u><a href="#">Environment</a></u>	<b>Adequate</b>
<u><a href="#">Leadership and Management</a></u>	<b>Good</b>

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

## **Summary**

Children are comfortable, settled and enjoy spending time with their friends at the nursery. They have formed close bonds with the staff who are kind and nurturing with them. Children can speak freely and share their ideas with staff who show interest in their views and opinions. They have some opportunities to develop different skills and become independent.

Staff pay good attention to health and safety matters and have good knowledge of the safeguarding procedure. Nearly all staff have a childcare qualification. They are mainly confident in their role and the procedures in operation. They know the individual needs of children well and keep daily records updated. Children are provided with a good choice of freshly prepared meals and snacks.

Overall, the setting provides suitable space and is a welcoming environment for the care needs of children. There are appropriate indoor and outdoor facilities which are secure. The use of some play areas is being reviewed, especially during holiday club. Risk assessments and building maintenance certificates are kept updated, ensuring the environment is safe.

Overall, leadership and management are effective. The statement of purpose is clear, and policies and procedures are in place to ensure that the setting operates smoothly and keep children safe. People who run the setting are very receptive to advice and promptly made improvements to matters such as monitoring sleeping children. There is a comprehensive process in place to review the quality of care offered at the service. There is a good range of policies and procedures to support the running of the setting some of which have recently been reviewed and further updated. The staff recruitment process and ongoing staff support is robust. Partnerships with parents and the local authority are well established and effective.

**Well-being****Good**

Children mainly have good opportunities to make choices and decisions. They are confident to speak up and they receive appropriate responses. Children can play freely, interacting with a variety of resources and activities that interest them. Occasionally, a few children become frustrated because they want to use the playframe when it is not appropriate, due to older children using it. In the main though, children can easily access activities that they choose. Younger children enjoy exploring areas of interest around the base room.

Most children feel secure, comfortable, and relaxed at the setting. They have developed some strong bonds with staff and older children have formed friendships in their peer groups. Children spontaneously enjoy cuddles with staff and frequently hold their hands out to them or sit on their laps. Children recognise staff who enter the rooms and there were plenty of happy, smiling faces as they interacted together. Children we spoke with told us how much they enjoy attending the setting and really like the activities and using the playframe.

Children are learning to manage their behaviour, co-operate and take turns well. A few children need encouragement and gentle reminders when sharing toys, but on the whole, they respond positively to the guidance they are given. Older children are beginning to show respect and care for others. Overall, older children are mindful of the younger children when playing alongside each other in the holiday club. Children interacted well when building a train track and move the trains around in turn.

Children enjoy their play and learning. They respond positively to staff's engagement in their play and follow their instructions well. Some particularly enjoyed playing outside. They have many opportunities to learn basic Welsh, singing songs, learning to count and name colours during activities. Children have regular opportunities to develop their independence such as putting on their coats. They confidently use the toilet facilities, with staff on hand to support, and can pour their own drinks.

## Care and Development

**Good**

In the main, staff understand how to keep children safe and healthy. They nearly all have a childcare qualification and have current certificates in first aid and safeguarding. They successfully implement policies and procedures, some of which have been reviewed and updated during this inspection. Staff we spoke with understand their role in protecting children. They recognise signs and symptoms of abuse and are aware of their responsibility and the procedure to report concerns to the relevant authorities. Accidents, incidents, and existing injuries are recorded appropriately. Staff complete medication records well and the medication policy and recording system has been further reviewed. A cook is employed who oversees the menu to ensure that children are provided with a good range of freshly prepared, healthy meals and drinks. Staff are clear regarding children's individual dietary needs and provide food in line with the food policy.

Most staff understand the behaviour management policy and usually implement positive behaviour management strategies, such as diversion and praise. They are not always consistent in using the 'traffic light' method for managing behaviour which has recently been put in place. During this inspection the behaviour management policy has been updated, resources ordered, and staff have had a meeting to reinforce the agreed procedures in the updated policy. People who run the setting work closely with parents and seek advice from other professionals if it becomes evident that children need additional support to manage their behaviour.

Staff know the individual needs of most children well. They have written information regarding children's key details before they start and monitor their development as they progress through the setting. Staff promote the Welsh language through songs, simple instruction and during play, such as repeating colours and counting bilingually. Staff make the activities fun and as a result children sustain interest and enjoy their play. Staff readily encourage children to share their ideas about activities and toys they like to play with and overall, are responsive to children's needs.

**Environment****Adequate**

People who run the setting ensure that in the main, the premises are welcoming and secure. It provides suitable space and facilities for children to receive appropriate care and activities. There are risk assessments in place, and some of these have been reviewed and updated during this inspection. Staff carry out regular fire evacuation drills which are recorded. Maintenance checks for the building and appliances are routinely undertaken. Whilst staff clean most areas following use, some toys, equipment, and surfaces lacked this attention and had not been appropriately maintained. Since the inspection, the setting has been deep cleaned.

People who run the setting ensure that, for most of the time, the facilities meet the needs of the children cared for. The indoor space comprises two main care areas: children aged under two are in one part and this is divided into different sections and include sleep facilities and toilet/nappy changing facilities; children aged over two are cared for in a large room with a large soft play frame in it. Staff restrict access to the playframe until specific times. There is also an area where older children play after school. There are suitable toilet facilities in this area that children can access independently. People who run the setting have not always ensured effective use of this play space when the holiday club is operating. They are in the process of reviewing how they manage this aspect of the setting in readiness for the next holiday club. We also discussed sleep facilities and the sleep policy has been reviewed. There are two outdoor play spaces that offer activities and use of equipment for children to develop physical skills.

People who run the setting ensure that equipment and resources are appropriate for the age of the children and that they are of suitable quality. Children can access many resources themselves, which supports their independence. The setting has suitable furniture such as child sized tables, chairs, and soft furnishings. Highchairs have been replaced recently to ensure they can use a five-point harness. The large playframe is inspected by a professional person and maintained appropriately.

## Leadership and Management

Good

People who run the setting have a clear vision and maintain an up to date statement of purpose that accurately reflects the service provided. The operational plan reflects the recent increase in registered numbers and expansion of the setting is generally embedded in practice. However, the holiday club impacts somewhat on the younger age group. Therefore, the provider is reviewing use of space and organisation of activities in the over two year old room, before the next holiday club begins. Policies and procedures are clear, and some have been reviewed and updated during this inspection. Staff complete daily records such as accidents and incidents well. Medication records omitted some detail, but this was addressed immediately by a revised form being introduced. Records such as daily registers are fully completed and well organised.

People who run the setting have developed a comprehensive process to self-evaluate their service. They use various methods to gather and analyse feedback, which are embedded into practice and are mostly effective. These include parents and staff questionnaires and face to face meetings. This informs future action plans and targets for the service. An annual quality of care report is completed, outlining the findings of the self-evaluation, including an action plan to highlight improvements required.

Leaders follow timely and robust recruitment processes to safeguard children by ensuring appropriate staff are employed. There is a good induction procedure in place and the performance management process supports staff by discussing key matters and training required. People who run the setting have purchased a health care package to support staff with potential health matters. People who run the setting have reviewed the operational plan to outline how staff absences, including working patterns, leave and daily breaks are managed.

Leaders ensure that communication and engagement systems with parents are effective. They keep parents well informed through a variety of methods, including an electronic app and verbal daily communication. Parents told us they were happy with the service they receive. Leaders communicate daily with staff about day to day (routine?) matters but have purchased an electronic app to share policies and other key information with staff. Team meetings are held regularly and are useful to discuss matters as a group. Partnerships with local schools and various local authority departments have also been established. People who run the setting use these contacts to seek support and guidance regarding numerous matters, including additional support for children who require it.





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

R1. Review how the holiday club will operate regarding staffing, facilities and activities, and update the operational plan to reflect this information.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
28	Staff files were incomplete	Achieved
28 (5) (a) [ii] Sch2.34(e)	Staff files were incomplete	Achieved

Ratings	What the ratings mean
<b>Excellent</b>	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.
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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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