



Inspection Report

Pebbles Day Nursery

**Campion Gardens
Swansea
SA3 3JB**



Date Inspection Completed

08/09/2023

About Pebbles Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	C.E.O Nursery Ltd
Registered places	62
Language of the service	English
Previous Care Inspectorate Wales inspection	10 December 2020
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	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>	Adequate
<u>Care and Development</u>	Poor
<u>Environment</u>	Adequate
<u>Leadership and Management</u>	Poor

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

Summary

Most children are happy and comfortable in their surroundings and have trusting relationships with staff. Children interact positively with each other and are developing social skills which will further enhance their interactions. Children have some appropriate opportunities to play and develop their independence skills.

Staff's understanding of their responsibility to keep children safe and healthy is inconsistent. They do not consistently follow hygiene procedures at the setting. Staff engage with children in a warm and friendly way. They provide an appropriate range of play and learning activities.

People who run the setting ensure the indoor environment is spacious and provides adequate opportunities for play and learning. They maintain the outdoor area to a very good standard and present interesting opportunities for children. People who run the setting provide an adequate range of developmentally appropriate play and learning resources.

People who run the setting do not comply with all relevant regulations and do not meet the National Minimum Standards. They are not fully aware of their regulatory responsibilities. As a result of non-compliance with the Child Minding and Day Care (Wales) Regulations 2010, we, Care Inspectorate Wales (CIW) have issued three priority action notices and highlighted two areas for improvement. There are also four recommendations noted at the end of this report. People who run the setting have engaged positively with Care Inspectorate Wales during the course of this inspection.

Well-being**Adequate**

Most children are happy and enjoy their time at the setting. They generally play freely and express their needs appropriately. For example, at snack time children were encouraged to ask for more fruit and they were able to choose between water and milk. Children select what they play with both indoors and outdoors. For example, some children chose to play in the soft play area after snack time and this choice is respected. Some children are becoming confident communicators, engaging us in their play and chat.

Most children are settled and cope well with separation. They are familiar with each other and are starting to make friends. Some children show bonds of affection with staff such as naturally turning to them for comfort should they become upset. Children express their needs verbally and non-verbally, and their views and wishes are listened to most of the time. However, younger children's needs were not always spotted quickly enough during the arrival time which led to some children becoming upset and unsettled.

Interactions between children and staff are generally positive. Many children interact well with each other and are beginning to learn about sharing and turn taking. Older children talk to each other and engage well over their lunch.

Most children are engaged in their play and learning. They enjoy a reasonable selection of opportunities indoors and outdoors. Sometimes children initiate their own play. For example, when playing outside they began to search for shells and were supported in counting their collection.

Children are familiar with the daily routine. Younger children line up when they are told that it is snack time for example. Children are developing their independence skills adequately. They feed themselves at mealtimes and some children are encouraged to carefully cut fruit themselves. However, there are missed opportunities for children to further develop their independence and self-care skills. For example, younger children are not encouraged to wash their own hands before snack time.

Care and Development

Poor

Staff's understanding of their responsibility to keep children safe and healthy is inconsistent. Some staff we spoke to are not confident in responding to safeguarding scenarios. While no immediate action is required, this is as an area for improvement and we expect the provider to take action. Staff supervise children appropriately and some staff are aware of managed risk taking and it's benefits for children. For example, staff watched as an older child moved along a balance beam, offering encouragement and support when needed. Staff record accident and incident records appropriately. During our visit the weather was very hot. Some staff are attentive to the needs of children ensuring that they are adequately protected with sunscreen. However, some staff do not appropriately monitor the temperature of the sleep room for younger children and do not follow the inhouse procedure to reduce the temperature of the room.

Staff do not always ensure that the premises are secure from unauthorised entry. On the morning of our visit the front door was open, and we were able to gain access to the setting. This places children's health and well-being at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address this issue. During the course of this inspection the provider has acted swiftly and ensured that a self-closing mechanism has been added to the entrance door. This will be tested at the next inspection.

Staff do not consistently follow hygiene procedures at the setting. They ensure older children wash their hands before mealtimes. However, the handwashing provision for younger children is inadequate. Staff do not wash their hands at important times throughout the day, for example, following nappy changing. Staff do not encourage younger children to wash their hands in the child wash hand basins before snack times. Throughout the inspection there was no evidence of younger children accessing this facility or being encouraged to do so. Some staff do not remove outside shoes when entering the baby area or soft play area. Poor hygiene practices are placing children's health and well-being at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Some staff display a good understanding of the behaviour management policy and implement positive behaviour management strategies. For example, using positive praise such as "Clever girl you are" and older children are praised when they sit nicely and eat their food at lunch time. However, the use of positive praise is inconsistent. Some staff miss opportunities to interact with children to develop speech and social skills. For example, at snack time for younger children a minority of staff chat and staff do not sit with the children. Some staff encourage children to use good manners and support them as they learn to share and take turns.

When staff engage with children it is in a warm and friendly way. They play alongside the children and encourage positive interactions. Staff are responsive and listen attentively. They are sensitive to most of the needs and experiences of the children.

Staff provide an appropriate range of play and learning activities. We saw some staff supporting and extending children's understanding in their play and learning. For example, during a shell collecting activity children were encouraged to consider the size of the shell in relation to the others. Staff did not use Welsh during the inspection.

Environment**Adequate**

People who run the setting ensure most of the environment is clean and well maintained indoors. Some indoor areas have recently been developed and improved and are maintained to a high standard. For example, the older children enjoy a spacious classroom with a sensory room and easy access to the outside play area. People who run the setting maintain the outdoor area to a very good standard. They complete regular fire tests and drills.

People who run the setting identify and minimise most risks to children's safety. There are a range of detailed risk assessments in place and staff carry out daily checks. The indoor environment is spacious, with sufficient indoor play space for children to move freely. For example, younger children can access a soft play area while older children have a spacious range of rooms including a dedicated story room. People who run the setting ensure that the indoor area meets many of the children's needs.

People who run the setting provide a dedicated outdoor area for play and learning. The area is safe and the perimeter secure. There is a dedicated, fenced area for younger children to use. The area is of a good size and presents interesting opportunities for the children. For example, children play on balance beams, slides and explore a small woodland area. Staff have highlighted that they would like to further improve the outdoor area by adding vegetable beds to further engage children in outside play.

People who run the setting provide an adequate range of developmentally appropriate play and learning resources, to ensure children have some variety and choice. Children can access toys and resources easily as they are stored at low-level or within their reach.

Leadership and Management

Poor

People who run the setting do not comply with all relevant regulations and do not meet the National Minimum Standards. They are not fully aware of their regulatory responsibilities. For example, the responsible individual had not informed CIW that a person in charge had left the setting. However, this was swiftly rectified during the course of this inspection.

People who run the setting have engaged positively with Care Inspectorate Wales (CIW) during this inspection and have acted quickly to make improvements where areas of noncompliance have been identified. Since the inspection, the registered person has prioritised the restructuring of staff to ensure that room leaders are in place to model good practice. People who run the setting maintain and share an appropriate statement of purpose. They have adequate procedures in place for self-evaluation of the service. Their most recent quality of care report details improvements made at the setting, such as the development of the indoor environment for older children.

People who run the setting do not always ensure that adult to staff ratios are maintained. On arrival at the setting, there were not enough suitably skilled and experienced staff for the number of children present. This impacted on the staff's ability to adequately supervise children and attend to their needs. People who run the setting ensure children and staff attendance is recorded. However, improvements are needed to ensure that appropriate ratios are met and clearly evidenced. This places children's health and well-being at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

People who run the setting do not carry out regular appraisals and staff supervisions thus not providing support and an opportunity to identify areas of staff development. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

People who run the setting have developed meaningful and positive relationships with parents and carers. There are effective systems in place to keep parents well informed about their child's time at the setting.

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
20	The registered person must ensure proper provision for the welfare and care of children. They must ensure the premises are secure and safe from unauthorised entry.	New
27	The registered person must ensure there is a sufficient number of suitably qualified, skilled and experienced staff looking after children to ensure their safety and wellbeing.	New
25	The registered person must ensure that children are protected from avoidable risks to their health and safety.	New

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
22	The registered person must ensure staff are fully conversant with the written safeguarding policy and associated procedures.	New
29	The registered person must ensure all employees receive appropriate supervision and appraisal.	New

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 12 - Food and drink	Provide opportunities for children to develop speech and social skills during mealtimes.
Standard 9 - Behaviour	Ensure all staff are aware of the behaviour policy and follow the positive behavior management strategies outlined.
Standard 24 - Safety	Ensure staff effectively monitor the temperature of the sleeping room and take swift action to moderate the temperature when needed.

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)
Develop the use of Welsh at the setting.

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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