



Inspection Report

Flowering Shrubs Nursery Cyncoed

**277 Cyncoed Road
Cardiff
CF23 6PA**



Date Inspection Completed

07/12/2022

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About Flowering Shrubs Nursery Cyncoed

| | |
|--|---|
| Type of care provided | Childrens Day Care Full Day Care |
| Registered Provider | Flowering Shrubs Nursery Limited |
| Registered places | 18 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 23 May 2022 |
| Is this a Flying Start service? | Manual Insert] 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. |

Summary

This was a focused inspection. On this occasion we have not considered care and development, the environment, and leadership and management in detail. These themes will be considered in full at the next inspection.

Most children make choices about how they wish to play and show enjoyment in their play and learning. Most children develop good relationships with their peers and are learning social skills such as sharing and turn taking.

There has been a large turnover of practitioners, and this has impacted upon the smooth operation of the nursery. An appropriately qualified and experienced person in charge (PiC) has been appointed to work closely with the responsible individual (RI) to improve the day to day management of the nursery and the working practices of practitioners.

The environment is spacious and has a good range of resources to engage children in play. Risk assessments are in place, but practitioners do not always implement these effectively to identify and minimise all risks.

Leadership and management of the nursery is ineffective and significant improvements must be made to meet regulatory requirements. Record keeping, risk assessment and practitioner's knowledge of safeguarding procedures need to be improved. We have issued a Priority Action Notice regarding practitioner's files as the leaders have not maintained good oversight of recruitment procedures and the working practices and childcare knowledge of their practitioners.

Well-being

Children are comfortable to make choices about how they play. They are confident to speak and express themselves and to communicate their needs. Most of their requests are accommodated. They approach practitioners to chat, to ask for assistance or invite them to play. Most resources are easy for children to access independently.

Children behave kindly and considerately towards their peers. They are learning to take turns and share during games and we saw lovely examples of children sharing bikes and trikes when outside. Younger children play happily alongside older children or on their own. Older children interact well with one another and develop friendships. We saw several different groups of children playing happily together either with dolls, trikes or blankets. Children develop a sense of belonging as their work is displayed and celebrated and a home links display shows photographs of family members, helping them to feel secure.

Children are free to explore their environment and spend time on activities that interest them. Children confidently told us about the small world animals and expressed a real interest in the world around them. They told us that turtles are green and gave an explanation that it is because they eat brussel sprouts and lettuce. When they saw a pink toy turtle one child suggested it was because they had eaten dragon fruits. Other children gently played with dolls. Children clearly enjoy the play opportunities available to them.

Children have suitable opportunities to gain independence in line with their age and stage of development. They hang their own coat and bag on their individual pegs and wash their hands. All children manage to eat their lunch very well and some children have the opportunity to serve themselves. One child sought out a paper tissue to wipe their nose independently.

Care and Development

As this was a focused inspection, we have not considered this theme, in full.

Practitioners understand and implement some of the service's policies and procedures adequately. They have a sufficient understanding of how to keep children safe and healthy. We saw a practitioner undertake rigorous checks before releasing a child into the care of an unfamiliar relative. Practitioner's knowledge of safeguarding is insufficient. They are unclear about their own personal responsibility to report should the safeguarding lead fail in their duties, and unclear about timescales, which would lead to significant delays in submitting a referral to social services. While no immediate action is required, this is an area for improvement and we expect the provider to take action. Practitioner's had not completed registers promptly so for short periods during the morning session these records did not accurately reflect the children or practitioners who were in the building. Accurate records are needed for evacuation purposes. While no immediate action is required, this is an area for improvement and we expect the provider to take action. Some practitioners did not know the correct ratios required by National Minimum Standards regarding staff caring for children. However, we looked at registers and saw ratios had been maintained.

Practitioners are kind and patient in their interactions with children. They promote good manners and ensure children learn good hygiene routines such as washing their hands. They encourage children to be kind and inclusive in their play. They provide comfort for children who are unsettled, notice when children look sad and are considerate of their feelings. However, some interactions between practitioners and children are not as supportive and they do not always utilise effective behaviour management strategies. For example, during lunch, children were repeatedly told to 'shush' and whilst one child expressed they needed to use the toilet, their request was not listened to. Some practitioners sat with children whilst they ate their lunch, but we were told by another practitioner that they don't normally do this. Sitting with children during lunch is beneficial as this gives practitioners the opportunity to model good behaviour, promote children's social skills and safely supervise children whilst they are eating.

We saw practitioners getting down to children's levels and engaging in their play. One child really loved playing shops with a practitioner who supported their play well. Some practitioners missed opportunities to extend children's play and learning and engagement with children was inconsistent. However, practitioners ensure that children have good access to resources and ensure that they have opportunities to play outside in the fresh air and get good physical exercise.

Environment

As this was a focused inspection, we have not considered this theme, in full.

The environment is light, spacious and secure. It has appropriate facilities and equipment to support children's play and learning. Leaders ensure there are risk assessments for both inside and outside of the nursery. However, some practitioners do not complete these competently and do not always follow guidance or identify emerging risks. We saw that the door to the outside was not initially secured open when in use by the children. The door to the kitchen was wedged open giving children potentially easy access to a high risk area. This is an area for improvement and we expect the provider to take action.

Leadership and Management

As this was a focused inspection, we have not considered this theme, in full.

Leadership and management of the service is not effective. There has been a high turnover of practitioners, including at managerial level which has a negative impact upon the day-to-day running of the nursery. Leaders have not maintained good organisation of practitioner's files and as a result they are inconsistent, with poor oversight of some key recruitment documentation such as references. This is having an impact on children's well-being and placing them at risk. We have issued a priority action (non-compliance) notice and the provider must take immediate action to address this issue.

Whilst supervision records are available, practitioners understanding and implementation of some nursery procedures including safeguarding and risk assessment is not satisfactory. This suggests that supervisions are not robust and do not provide practitioners with the knowledge and confidence to undertake their roles and responsibilities effectively. An appropriately qualified and experienced PIC has been appointed and the Responsible Individual (RI) is confident that this will bring stability to the workforce and improvements in working practices. Registers evidenced that ratios are maintained as the RI had redeployed practitioners and sought agency staff to cover vacancies.

Recommendations to meet with the National Minimum Standards

R.1. Ensure supervisions are effective and promote practitioner's development, learning and good working practice.

R.2. Review and improve lunchtime routines.

R.3. Ensure all staff understand and implement positive behaviour management strategies.

R.4. Support staff to develop skills to enhance individual children's learning and development.

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 |
|------------|---|--------|
| 28 | Some staff did not have the skills or understanding to perform their roles effectively. The responsible individual should ensure all staff are confident about their role and responsibilities in caring for children and ensure that checks have been completed effectively in respect of their suitability within a childcare role. | 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 |
|------------|--|--------|
| 25 | Risks within the environment are not properly managed. The responsible individual must ensure that all risks are identified and eliminated and that appropriate records are kept in order to monitor this. | New |
| 30 | The Responsible Individual does not ensure that staff and children's daily registers are completed effectively. The Responsible Individual must ensure that practitioners complete registers promptly with the names and times of attendance of all children being cared for and the times that staff enter and leave the building. | New |
| 22 | The Responsible Individual had not ensured that all practitioners are confident in implementing safeguarding procedures and understanding their responsibilities and role within this process. Any allegation of abuse or neglect must be promptly referred to the local authority for their consideration and all practitioners must be able to implement these procedures effectively. | New |

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