



Inspection Report

Puddle Ducks (South Wales) Limited

**Puddle Ducks Nursery
Station Road Raglan
Usk
NP15 2EP**



Date Inspection Completed

13/05/2022

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About Puddle Ducks (South Wales) Limited

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Puddle Ducks (South Wales) Ltd
Registered places	150
Language of the service	English
Previous Care Inspectorate Wales inspection	31 March 2021
Is this a Flying Start service?	
Does this service provide the Welsh Language active offer?	No. 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 people /children who use, or intend to use their service.

Summary

This was a focused inspection and on this occasion we did not consider all areas within each theme in detail. We have therefore not issued or revised any ratings awarded previously.

Overall, children experience consistent care to meet their needs. They are developing their play skills and are building their confidence. Children are developing positive relationships with the staff who care for them. They are familiar with the setting routines, including those introduced as a result of the Covid-19 pandemic.

The nursery is child centred with a sound emphasis upon children directing their own play and learning. Children settle well and are happy. They have opportunities to become independent and develop their skills through a range of quality experiences and play opportunities. There is a balance of child initiated and adult led activities through the day. Children use the large playing areas outside which have a range of outdoor play activities.

The nursery is spacious, welcoming and suitable for the needs of the children who attend the setting. In the main it is safe and secure and there are appropriate safety checks to ensure children's welfare. However, daily checks do not always identify safety issues. Children benefit from a sound selection of play and learning resources suitable for their age and stage of development and toys and equipment are maintained to a good standard.

The management of the setting is well organised and people who run the setting understand the need to maintain information to demonstrate staff suitability and ongoing training. The provider is proactive in monitoring the quality of the service and is committed to ongoing improvements to ensure the safe care of all children.

Well-being

This was a focused inspection, we have not considered this theme in full, and therefore we have not issued or revised any ratings awarded previously.

Children are confident and resilient. They have adapted well to routines and changes, which have been implemented during the Covid-19 pandemic. Children are developing an understanding of the routines and make positive relationships with other children and staff. They know what to expect each session and look forward to spending time at the service where they feel a sense of familiarity and belonging. They are able to choose their activities freely and know they will receive help or support when required.

Children are encouraged to express their opinions and are able to follow their own routines, for example, sleeping when they are tired, going outside to play or joining into group activities. Children feel safe, happy and valued at the setting. They develop warm relationships with each other and staff that care for them. Children approach staff spontaneously to seek reassurance or support and enjoy receiving praise and recognition for their efforts. They play enthusiastically and have fun with their friends. We saw children sharing resources, helping each other with artwork and playing a game in the garden. They chatted happily and laughed throughout.

Younger children in the baby groups are encouraged to use the large floor spaces to learn to become mobile. They play happily and are beginning to communicate verbally as well as use non-verbal methods. The baby room was calm but busy with young toddlers playing happily with their chosen activities.

Care and Development

This was a focused inspection, we have not considered this theme in full, and therefore we have not issued or revised any ratings awarded previously.

Staff have a clear understanding of how to keep children safe and healthy. They implement sound health and safety routines to ensure children's well-being, particularly during the COVID-19 pandemic. These include nursery staff cleaning throughout the day, cleaning resources and rotating them after use. Staff treat children with dignity and respect, using policies and procedures to guide them. Staff are confident about their role in the setting and know where to get support if required.

The nursery's safeguarding policy has improved and is now comprehensive, it clearly identifies indicators of abuse to help staff identify any concerns they may have about a child. Since the last inspection, staff have improved their understanding of their role regarding keeping children safe and are now confident in raising referrals if required. Staff speak positively about changes at the service and are committed to on-going improvement.

Staff interact well with children, engaging them in meaningful conversation and supporting their play and learning. We heard lots of praise such as *"Wow, that's really good"* and *"You're such a good boy, thanks you for being good listeners"*. Staff know children well and understand their individual needs and preferences

Environment

This was a focused inspection, we have not considered this theme in full, and therefore we have not issued or revised any ratings awarded previously.

In the main, the nursery provides a suitable environment for all children. To ensure that the nursery is safe, maintenance and safety checks are regularly completed. Annual safety certificates are up to date. However, the upkeep of the garden was not well maintained. For example, we noted that some sections of the perimeter fence had broken away and therefore children could leave the service undetected. Although some attempt was made by the maintenance team to temporarily secure the broken sections, it was evident these were not robust. This is a serious safety matter. However, CIW did not take further action as the provider acted immediately to secure the weakened areas to remove the immediate risks. They have also submitted an action plan to CIW to rectify the perimeter more permanently.

Indoors, the nursery is welcoming, maintained to a suitable standard with a spacious environment so children can play in comfort. Each age group has a large area with comfortable furnishings so that children can relax throughout the day. The provider told us that a review of the setting noted that the babies sleep arrangements would benefit from using an additional room beside the manager's office to allow better spacing for staff to be able to move around cots. This demonstrates that the people who run the setting regularly review the nursery environment and implement improvements.

Leadership and Management

This was a focused inspection, we have not considered this theme in full, and therefore we have not issued or revised any ratings awarded previously.

The management team running the nursery work hard to provide good quality childcare. There is a clear vision for the nursery, reflected in the statement of purpose. Comprehensive operational procedures are in place to support the smooth running of the nursery. An appropriate number of suitably qualified and experienced staff are employed to care for the children.

We reviewed a sample of the policies and procedures and record keeping and found they reflect the setting and current practice. All accident records were completed including parental signatures. Fire evacuation drills are conducted monthly, records viewed were completed by designated staff and signed and dated. However, a regular review of any trends in accidents or injuries and fire evacuation was not available. The business manager assured us this would be a priority for the nursery. A risk assessment relating to the Covid-19 pandemic has been implemented and reviewed regularly following current guidance. These are communicated effectively to staff. Staff confirmed they enjoy working at the nursery and they feel supported, knowing they can approach the people who run the setting for help and support if needed.

Recommendations to meet with the National Minimum Standards

R1. Ensure the security to the perimeter fence surrounding the outdoor areas are made safe and the garden is well maintained including regularly weeding all areas and ensure the grassed area is even.

R2. Ensure daily check lists include all areas of the nursery and are signed and dated.

R3. Implement and devise a regular report on any trends or issues that may alert the people who run the setting to areas to improve upon as results of accidents and injuries children receive and include a report on safe evacuations.

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

Date Published 27/06/2022