



Inspection Report

Maldwyn Nursery & Family Centre

**Park Lane
Newtown
SY16 1DE**



Date Inspection Completed

19/09/2024

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About Maldwyn Nursery & Family Centre

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Maldwyn Nursery & Family Centre
Registered places	70
Language of the service	English
Previous Care Inspectorate Wales inspection	[5 April 2024]
Is this a Flying Start service?	Yes
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.

<u>Well-being</u>	Excellent
<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

Nearly all the children are happy and settled and have beneficial play and learning experiences throughout the setting. They confidently make choices about which activities they engage in and are free to move between all opportunities offered. Children have warm relationships with each other and the staff, and all interactions are consistent and positive. Children's social and independence skills are developing well and age appropriately.

Staff keep children safe and successfully implement the setting's policies and procedures effectively. Interactions between staff and children are always warm and skilful and staff successfully support the needs of all children. Staff plan around themes and take into consideration children's interests and suggestions. They organise a good range of consistently good play and learning activities and offer worthwhile experiences.

The environment is welcoming and organised effectively. The people running the setting ensure staff consistently implement good hygiene routines and infection control practices. The indoor and outdoor environments are clean and safe, and all areas are suitable for the children to play independently. All relevant risk assessments have been completed and shared and ensure that potential hazards have been identified and minimised. The people running the setting make sure there are good quality toys and resources for indoor and outdoor activities. These resources are suitable for the ages and stages of development of children in each of the rooms.

The people running the setting manage it successfully. Leadership and management of the setting is good. The staff team are effective and work well together. Parents and carers speak highly of the setting, the opportunities offered, and the care their children receive.

Children arrive happily at the setting and cope superbly with separation from their parents and carers. Children are extremely comfortable within their individual rooms, in the daily routines, and with all staff and visiting adults. During the short period within their new rooms, children have developed highly effective bonds with staff and each other. These bonds have clear and exceptional impact on their well-being. For example, children from the youngest group to the oldest, understand that staff respond exceptionally well to their needs and requirements. These include when tired or requiring a specific resource. Children therefore approach all staff confidently. Children have built very strong friendships with each other and work together co-operatively on various tasks including problem solving. For example, older children were playing and using their imagination by pretending to run an ice cream parlour. Other children were co-operating and using the resources to build various towers and objects. Children support each other extensively and effectively suggest ideas during activities. Children patiently wait their turn in all activities. For example, the youngest children were encouraged to wait their turn when choosing a cuddly toy from the bag and singing a song together.

Children communicate with staff and each other successfully and show a very strong interest in activities. Upon arrival they engage immediately and superbly well in the activities and experiences presented to them. Nearly all children show natural curiosity and explore the extensive play opportunities available. For example, children engage with various arts activities, cutting activities and exploring different materials. Children are always aware that their moods and wants are taken into consideration. This includes highly effective freedom to decide in which of the various activities they wish to participate in, both indoors and outdoors. Children's attempts at communicating are nearly always respected by staff. Examples include the very young children communicating through pointing to resources. Older children attempt to communicate verbally or react to various stimulations and staff respond extensively through comments and questions.

Children develop their independence skills extensively through the highly effective activities and opportunities provided. This is further enhanced by the support of very strong and experienced staff. Examples include children serving themselves at snack-time and eating independently. The youngest children are encouraged to wash their hands and faces before eating. There is an opportunity to further develop their independence by encouraging the older children to serve themselves at lunchtime. Children are consulted to gather ideas for activities and their suggestions are noted clearly on planning documents and displayed within the rooms.

Staff successfully implement the setting's policies and procedures ensuring children are kept safe and healthy. They receive regular and worthwhile safeguarding training and thoroughly understand the setting's safeguarding procedures. The setting now has clear systems to identify, record and refer any concerns. All information is clear and readily available. Staff record accidents and incidents accurately and information is sent to parents and carers through an app which requires an acknowledgement of the notifications. All accidents and incidents are regularly analysed to determine the cause, identify patterns and to highlight training required. Staff now keep effective records of pre-existing injuries when children arrive at the setting, including descriptions of injury and how it occurred, and actions taken by staff and parents / carers. These are immediately reported to the Designated Safeguarding Officer at the setting. All staff have completed paediatric first aid training, enabling them to deal with accidents appropriately. Staff have clear systems in place if medicines are to be administered. These are safely stored and any administration is recorded on the setting's app. Staff follow the Welsh Government food and nutrition guidance, and encourage children to eat healthily and provide them fruit, crackers, and water at snack time and hot food at lunchtime. Staff are aware of children's dietary needs and any allergies are dealt with appropriately and safely. Staff wear Personal Protective Equipment (PPE) when preparing and serving food to the children and encourage children to wash their hands before and after eating to help develop their personal hygiene practices.

Staff provide positive and warm relationships with children. The setting has a key worker for every child, to help with children's individual needs and to provide parents and carers with a regular and effective point of contact. All staff throughout the setting are caring and patient when talking to children. Examples include, "Oh well done you" in response to a child helping another child during snack time. Staff also socialise with the children at snack time and praise them on eating and drinking appropriately. Staff create a relaxed atmosphere, and as a result, children are also relaxed. Staff support children's social behaviours effectively and remind them about appropriate behaviours. For example, when children were running indoors, staff pointed to the poster highlighting that they should walk indoors.

Staff promote children's play, learning and development, planning a range of worthwhile activities. Examples include arts and crafts, using flour and encouraging the children to put their hands in it, making a mess and role playing. Staff include children's suggestions for planning, and these are noted on planning documents including staff observations and preparation for the next steps in the child's learning. Evidence was presented of activity books including ideas and photographs of activities. Incidental Welsh was heard throughout the setting.

Environment**Good**

People who run the setting provide an environment that is safe and secure. The main entrance is secure, and the external doors are kept locked. Visitors are granted access by staff through the main entrance and are required to sign in and out. People running the setting have ensured risk assessments are regularly reviewed and are reflective of the premises, activities and outings children participate in. These are freely available for all staff and adults caring for the children. They ensure that potential hazards are identified, and effective measures implemented to minimise risks to children. Daily checks on the indoor and outdoor areas are completed and recorded prior to children using the space. This ensures any potential hazards are identified and eliminated. Evidence was presented to support that all other regular maintenance and safety checks are completed within the required timescales. Examples included fire and smoke alarm testing, fire extinguishers and electrical testing. People running the setting ensure regular fire drills are conducted to ensure that staff and children understand what to do in an emergency. Throughout the setting, the toilet facilities are age appropriate, with appropriately situated sinks, and these areas meet children's privacy and dignity requirements. Cleanliness of the setting is consistently good, and it is cleaned daily. Staff were also observed cleaning regularly during the day especially before and after snack time.

People who run the setting provide a good indoor and outdoor environment for children which is used successfully to promote their learning and development. The areas available for each group of children ensure ample room for playing, learning and engage in a range of activities. The availability of the outdoor areas allows children to independently choose where to spend time, whether indoors or outdoors. Therefore, all areas of the setting are utilised well. The setting's environment is welcoming and child friendly. Children's work is displayed along with posters reminding children of acceptable behaviour and Welsh words. The outdoor areas available for children are well resourced and provide beneficial opportunities for children to take controlled risks. The area known as the park has a swing, various climbing equipment and a purposeful area where children are free to explore and learn about nature and the environment. The setting is in the process of developing the park area further with new equipment which will enhance the provision further.

The setting provides a worthwhile range of age-appropriate toys and resources that keep children engaged. All furniture and equipment are age-appropriate and of good quality. All toys and play equipment are clean and well-maintained and are regularly cleaned during the day. People who run the setting have ensured the children have access to natural and recycled materials. For example, tables, chairs and seating outdoors. There is a range of resources to promote cultural awareness, celebrations, and diversity within the setting.

Leadership and Management**Good**

People who run the setting are skilled and experienced and have a worthwhile vision for the future development of the setting. Leadership and management of the setting is strong and purposeful. They have positive expectations of staff and successfully support them to do their best through offering support and regular training. The statement of purpose provides relevant information to parents and carers about the setting, what it offers and the information that they need, to make an informed choice about the provision. People who run the setting regularly review their policies and procedures and ensure staff implement them thoroughly. They have consistently good record keeping systems in place including children's contracts, external agency visits, children and staff's attendance, and complete staff files. People who run the setting inform Care Inspectorate Wales (CIW) of events as set out in regulations, providing relevant information at the correct times.

People who run the setting have effective and worthwhile systems for the evaluation of the setting. They purposefully seek various feedback from parents, staff, and children, using anonymous questionnaires. Information gathered and collated is then effectively used to review performance, identify priorities for improvement and ensure the best opportunities for staff and children. During discussions, staff reported that they feel valued by the people who run the setting. They commented on the valuable and positive ethos of teamwork within the setting. Staff reported that they all work together to ensure the best opportunities and outcomes for children. People who run the setting have implemented regular well-being time for the staff. Room leaders hold bi-monthly meetings prior to staff supervisions. Matters discussed include safeguarding, the leader's role and management of their rooms and to discuss goals and targets. During the inspection, staff files we looked at contained regulatory evidence including regular supervisions and appraisals. Evidence was presented of all training completed. All staff are encouraged to attend training to further develop their qualifications and the opportunities for children. Staff reported that they felt supported by management and can confidently talk and discuss ideas and concerns with them.

The setting has consistently good and strong partnerships with parents and carers and with outside agencies. These partnerships enhance the opportunities and experiences given to the children. Staff share regular daily updates with parents and carers at collection time and through a communication app. Information shared regularly includes photographs of activities, sleeping times, nappy changing and any accidents. Parents and carers told us their children receive consistently good care and feel involved in the setting. The setting has a strong partnership with the local community facilities and the Local Authority.

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
22	The Designated Safeguarding Officers must ensure that written records are kept of any allegation of abuse and neglect, and of the action taken in response. Ensure that any concerns about the welfare or safety of children are reported to relevant authorities when required.	Achieved

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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

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 20 - Child protection	Ensure the recent safeguarding procedure changes are embedded throughout the setting
Standard 14 - Organisation	Ensure the new organisational structure is developed and implemented fully.

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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