



Inspection Report

The Flowers Day Nursery

**145 St. Helens Road
Swansea
SA1 4DE**



Date Inspection Completed

18/04/2024

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About The Flowers Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	The Flowers Day Nursery Limited
Registered places	32
Language of the service	English
Previous Care Inspectorate Wales inspection	23 May 2023
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	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.

<u>Well-being</u>	Adequate
<u>Care and Development</u>	Adequate
<u>Environment</u>	Adequate
<u>Leadership and Management</u>	Poor

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

Summary

Children are happy and settled in the setting. They confidently engage in play with each other or alongside one another depending on their stage of development. They have some opportunities to make choices and decisions about what affects them. Children interact well with staff and engage appropriately in various activities.

Staff recognise their responsibility to keep children safe and healthy. They promote healthy and active lifestyles, and most staff engage frequently with the children. Staff encourage a free play learning environment and provide appropriate activities and resources to support children's development.

People who run the setting provide appropriate play space for children with a sufficient range of equipment and resources. They keep suitable records in relation to maintenance checks and they have adequate risk assessments. However, children do not benefit from frequent use of the outdoor area.

Leadership and Management of the setting is inconsistent, and improvement is required to achieve compliance. The responsible individual (RI) does not ensure effective and consistent practices are in place across the setting. We, Care Inspectorate Wales (CIW), have issued one Priority Action Notice, noted three Areas for Improvement and two recommendations as part of this inspection.

Well-being

Adequate

Children have some opportunities to make choices and decisions about what affects them and which resources they would like to use. They confidently move around the different activities and show enjoyment in their play. For example, some children choose to engage in a story, some play with instruments and other children interact with small world resources.

Children are happy and settled. They cope well with separation from their parents or carers. We saw children settle quickly and were calm when they arrived at the nursery. Children are beginning to form positive bonds of affection with the staff and express themselves through verbal and non-verbal cues. They enjoy staff involvement in their play and spontaneously approach them for reassurance or comfort when they need it.

Most children interact well with each other and with staff. They express enthusiasm and enjoyment appropriately and are beginning to develop good friendships with one another. Younger children are beginning to cooperate with each other, for example when playing together with the musical resources. They are learning to share, often with support from staff. Older children engage in role play activities and have opportunities to develop their imagination. For example, whilst playing with the small world figures and accessories.

Children are interested in their play and learning and show some levels of engagement. They have free play opportunities and follow their own interests, engaging in activities of their choice. For example, playing with the various vehicles or colouring at the craft table. Children excitedly decide to go on a bear hunt together and interact with a member of staff who supports them in their play. Children engage in mostly child led play.

Children have some opportunities to develop their independence skills in line with their age and stage of development. They are able to retrieve resources by themselves and some children help to tidy up and follow instructions. Children feed themselves, with support if needed and they are able to wash their hands and use the toilet independently. Children gain a sense of achievement from what they do and are eager to share their successes. For example, one child showed us the picture they had made with various colours and craft materials.

Care and Development

Adequate

Staff understand and implement most policies and procedures adequately to promote safety for children. All staff hold current safeguarding and food hygiene certificates. They

are aware of their responsibility to safeguard children, appropriately answering safeguarding scenarios. Staff have the relevant paediatric first aid training in place and are confident to deal with any health issues that may arise. They ensure they maintain accident records and share these appropriately with parents. However, staff do not routinely complete the relevant records following an incident in the setting. This is an area for improvement, and we expect the provider to take action. Staff implement some appropriate cleaning and hygiene practices. For example, they encourage children to wash their hands before snack times, they sanitise tables and sweep the floor. Staff promote healthy lifestyles, providing children with a healthy snack and water or milk to drink. They respect children's privacy and dignity when using the toilet and changing nappies.

Staff understand the behaviour management policy and appropriately implement positive strategies and physical intervention methods. They interact with warmth and use positive language and praise, such as *"Oh well done, that is really kind! Well done, you are so clever!"* Staff remind children to use *'kind hands'* and encourage them to *"Come down from there, we only climb outside."* They engage with children at their level, sitting with them and responding to children's request to take part in their play. Staff consider children's age and stage of development as they support children to share and take turns. They know children well and understand their needs. For example, when a child became restless and unsettled, staff acknowledged the child was ready for their bottle of milk. Staff give children comfort, cuddles, and support appropriately.

Staff are aware of children's individual development and keep records to review children's progress. They have simple, basic planning in place for some elements of the setting. Staff provide a suitable range of play and learning opportunities. We saw staff engage in a music session, colour, count cars, build tracks, and support children's fine motor skills through threading resources. Staff promote some incidental Welsh within the setting. Staff are conscious of additional learning needs and monitor children who have emerging needs. There are adequate systems in place to support and provide additional care to children and families if needed, however staff are not always fully aware of the processes they need to follow.

Environment

Adequate

People who run the setting have adequate policies in place to ensure the environment is safe, secure, and appropriately maintained. The front entrance door is secure, and all visitors sign in. People who run the setting maintain basic risk assessments for the setting, alongside specific activities, and outside area, which have recently undergone review. There are daily checklists and on-going visual checks, and staff are confident in identifying potential risks to children within the environment. People who run the setting undertake and record regular fire drills, annual gas heating checks and electrical safety checks. Most staff implement basic cleaning routines.

People who run the setting ensure the premises are warm, welcoming and child friendly. They ensure children can independently access resources by providing low-level storage and equipment. People who run the setting maintain the environment adequately with satisfactory heating and ventilation. The main play areas are light, airy, and clutter free, giving children plenty of space and freedom to move around. The outdoor area is safe and provides further opportunities for children to extend their learning. People who run the setting have developed the space to provide children with a range of play experiences to support children with their gardening skills and gross motor development. For example, there is a growing area, an area with balancing and climbing equipment, a sensory area and a quiet area for reading and relaxing in a wooden playhouse. However, on the day of inspection children did not have access to the outdoor area despite asking staff to go outside and play.

People who run the setting provide a suitable range of resources and equipment that are appropriate for the ages and developmental stages of the children. For example, small world play, musical resources, craft materials, jigsaws and a large selection of books. There are child sized chairs and tables which are comfortable and support children to develop their independence skills during mealtimes and for tabletop activities. They ensure children have opportunities to extend their development and knowledge through the various activities. People who run the setting ensure resources are of good quality and are sufficient in quantity to give children a choice.

Leadership and Management

Poor

People who run the setting have adequate systems in place to facilitate the management of the setting, however there are some inconsistencies. They need to make improvements and sustain compliance across the setting. People who run the setting have a suitable range of policies and procedures in place which they review regularly. However, they do not consistently review or work in line with their statement of purpose. For example, they had not reviewed the document to reflect staff changes within the setting. In addition, they do not maximise the use of the outdoor space with the children by enabling them to use the outdoor space on a daily basis. 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 maintain accurate registers with actual times of children's arrival and departure. Staff members sign in and out of the setting and they complete room registers daily. People who run the setting have not notified CIW of the relevant staff changes within the regulatory timescales. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Children have complete contracts, with consent forms in place. Certificates such as public liability insurance and for the Information Commissioners Office (ICO) are up to date.

People who run the setting seek feedback from parents and carers, children and staff which they use to inform their quality of care review. The report reflects recent improvements and considers the areas staff are keen to develop further within the provision. People who run the setting ensure they submit the Self-Assessment of Service Statement (SASS) when required.

People who run the setting undertake regular staff supervisions and appraisals, however there are no opportunities for staff to share ideas and concerns in appropriate staff meetings. People who run the setting ensure they maintain staff ratios routinely; however, staff are not always deployed effectively. For example, during our visit, staff were not always fully aware of the individual needs of the children in their care. This impacted their ability to adequately supervise children and attend to their needs. 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 work closely with other professionals and have some links within the community. They promote positive partnerships with parents and keep them up to date, with the use of private messages, private social media group and verbal conversations at the start and end of the day. As part of the inspection process, we received feedback from parents, which was very positive.

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 responsible individual must ensure staff are deployed effectively throughout the setting to enable them to supervise children appropriately and ensure they are able to meet individual needs at all times.	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
31	The responsible individual must notify CIW of all staff changes or significant events occurring at the provision within the required 14 days.	New
30	The responsible individual must ensure appropriate records are completed promptly and fully following an accident or incident.	New
15	The responsible individual must ensure their Statement of Purpose is accurate and specific to the service provided and that care provided is consistently in line with this, in order to safeguard and protect children's well-being.	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 13 (Day Care) - Suitable Person	Ensure the people who run the setting draw upon and value care staff feedback through regular supervisions and appraisals.

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)
Conduct regular staff meetings to allow staff to discuss important updates or concerns, share ideas and solve issues to promote an effective service.

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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