



Inspection Report

Willow Tree Nursery

**190 Llantarnam Road Llantarnam
Cwmbran
NP44 3BH**



Date Inspection Completed

16/11/2023

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About Willow Tree Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Willow Tree Nursery
Registered places	50
Language of the service	English
Previous Care Inspectorate Wales inspection	9 March 2023
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.

Summary

This was a focused inspection and on this occasion, we did not consider all themes in detail.

Children are happy and relaxed at the setting. They have good relationships with staff, showing trust and warmth. Children behave kindly and considerately, communicating effectively with both adults and their peers. They are independent and confident in their own abilities.

Staff keep children safe through implementing suitable routines and procedures. They interact in a kind and caring manner with the children in their care. They work well together to support children and ensure that their individual needs are met.

People who run the setting are keen to raise standards to ensure the provision of a high-quality service. They responded quickly to make changes to improve their record keeping during this inspection. Staff we spoke with expressed that management was supportive.

Well-being

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

Children are confident to speak, express themselves and communicate their needs. They have opportunities to make choices about how they play. For example, we saw children moving back and forth between singing activities with staff and toys of their choice. They approach adults confidently to show them what they are doing, make requests or engage in conversation.

Children are happy and well settled. They have warm relationships with staff and readily approach them for guidance or comfort. For example, babies reach for staff when a little uncertain of our presence or for a cuddle on waking from their nap. They respond well to reassurance from staff which boosts their self-esteem and feeling of belonging.

Children behave kindly and considerately, communicating effectively with both adults and their peers. Babies take turns and share very well for their ages, showing consideration and care as they pass a toy around. Older children chatter happily as they eat their snacks.

Children are content with the resources and activities available to them. They are self-motivated to initiate their own play and share their thoughts on what they are doing. For example, babies babble excitedly in conversation with staff about their toys and dance to music together.

Children have opportunities to develop their independence skills through a variety of play and learning experiences. Babies develop their coordination through pulling themselves up and stacking blocks. Older children wash their hands and eat with good independence.

Care and Development

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

Staff follow procedures to ensure children are safe and healthy. They clean tables effectively before food times and wear aprons to serve food. They take good precautions to ensure allergies are managed well.

Staff have warm relationships with children. They speak fondly of them and use praise and encouragement to provide reassurances and boost confidence. Staff interactions with each other and children are respectful. They use sensitive methods of behaviour management. Many staff members use very effective methods to engage and interest children.

The setting has a clear additional learning needs procedure and policy that sets out expectations and processes for the identification and management of needs. People who run the setting have a good understanding of this and record relevant information appropriately.

Leadership and Management

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

People who run the setting are committed to improving standards for children and families. They were very responsive to discussions with us. Staff we spoke with were enthusiastic and felt that management were approachable.

In the main, people who run the setting ensure that staff are deployed effectively. On most days, a suitable number of qualified staff care for children, but on a few occasions the requirement of the national minimum standards has not been met in relation to the ages of the children.

Children's attendances are recorded electronically but staff and people who run the setting identified that this is not always effective. It was not always clear when children had moved to a different base room and the Wi-Fi connection was insufficient to ensure that all children were registered promptly. Following our visit, people who run the setting have revised this process and will now use paper registers. They now need to imbed and review the efficiency of this system.

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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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 15 - Staffing ratios	Ensure staff:child ratios relating to the specific ages of children are maintained at all times.
Standard 5 - Records	Ensure children are signed in and out of rooms if they move.

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