

CARE AND SOCIAL SERVICES INSPECTORATE WALES

**CHILDREN ACT 1989
(as amended by the Care Standards Act 2000)**

**INSPECTION REPORT
FULL DAY CARE**

Holywell Child Care Ltd

Old Bagillt Road
Bootend
Holywell
CH6 6JB

DATE OF PUBLICATION – 23 November 2007

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CARE AND SOCIAL SERVICES INSPECTORATE WALES

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Name of setting :	Holywell Child Care Ltd
Contact telephone number:	01352 713929
Person in charge:	Debra Ratcliffe Catherine Marie Hurst
Number of places:	40
Date of this visit :	17 September 2007
Dates of other relevant contact since last report:	None
Date of previous report publication:	September 2006
Inspected by:	Susan Roberts

GUIDELINES ON INSPECTION

INTRODUCTION

This report has been compiled following an inspection of the setting undertaken by the Care and Social Services Inspectorate Wales (CSSIW) under the provisions of the Children Act 1989 and associated regulations.

The primary focus of the report is to comment on the quality of care and protection experienced by the children.

The report contains information on how we inspect and what we find. The report is divided into eight distinct parts reflecting the broad areas of the National Minimum Standards.

The CSSIW Inspectors are authorised to enter and inspect registered child care settings at any time. Inspection enables the CSSIW to satisfy itself that continued registration is justified. It also ensures compliance with:

- The Children Act 1989 (as amended by the Care Standards Act 2000) and associated regulations, while taking into account the National Minimum Standards for this type of registered setting
- The setting's own Statement of Purpose

At inspection, CSSIW tries to capture the views and experiences of service users by means of questionnaires for the parents/carers, staff and by engagement with children who use the setting. At any other time throughout the year visits may be made to investigate complaints and to respond to any changes in the service.

Readers must be aware that a CSSIW report is intended to reflect the findings of the inspector at a specific period in time. Readers should not conclude that the circumstances of the service will be the same at all times.

The Registered Person is responsible for ensuring that the service operates in a way which complies with the service specific regulations. CSSIW will comment in the general text of the inspection report on their compliance. For those regulations which CSSIW believes to be key in bringing about change in the particular service, they will be separately and clearly identified in the requirement section.

As well as listing these key requirements from the current inspection, requirements made by CSSIW since the last inspection, which have been met and those which remain outstanding are included in this report. The reader should note that requirements made in last year's report which are not listed as outstanding have been appropriately complied with.

Where key requirements have been identified, the Registered Person is required under Regulation 3C (Compliance Notification) to advise in writing, the appropriate regional office of the completion of any action required by CSSIW.

The regulated service is also responsible for having in place a clear, effective and fair complaints procedure which promotes local resolution between the parties in a swift and satisfactory manner, wherever possible. The annual inspection report will include a summary of the numbers of complaints dealt with locally and their outcome.

CSSIW may also be involved in the investigation of a complaint. Where this is the case CSSIW makes available publicly a summary of any matters it has been involved in together with any action taken by CSSIW.

Should you have concerns about anything arising from the inspector's findings, you may discuss these with CSSIW or with the Registered Person

The Care and Social Services Inspectorate Wales is required to make reports on registered facilities available to the public. Most reports are public documents and will be available on the CSSIW web site:

www.cssiw.org.uk

SUMMARY

This report is based upon the following:

- Written information from the provided, as required by CSSIW
- Examination of some written policies and procedures including those sent to CSSIW prior to the inspection.
- Staff questionnaires
- Discussions with the Registered Person and staff available on the day
- Direct observation of activities, interactions and procedures on the day of the inspection
- Talking with the children

Holywell Childcare Ltd is registered to care for 40 children, and offers full and part-time care for babies and children up to four years of age. The Registered Person is Debra Ratcliffe who works full time within the nursery, supported by Catherine Hurst the Nursery Manager. Staff at this setting are suitably qualified and experienced; three staff including those in management positions are currently awaiting confirmation of Level 4 qualifications. Seven of the staff are qualified at level 3 or above with six at level 2 or working towards it. The nursery has its own cook.

The CSSIW annual inspection involved using a proportionate approach to assessing the service for compliance against The Child Minding and Day Care (Wales) Regulations 2002 and the National Minimum Standards for Full Day Care. The inspection process included the completion of a self-assessment form by the Registered Person. In signing this document and the technical checklist for Health & Safety issues the Registered Person confirmed the status of key policies and procedures.

The observations in each room were carried out after detailed discussions with the Registered Person, staff were also spoken to within their units. An examination of some requested documentation was carried out in the office and within the units.

Parental questionnaires issued by CSSIW provided the inspector with positive feedback on the views of parents and the care of their children; these are reported under Conduct of the Organisation within the body of this report.

On the day of inspection there were adequate staff present to cater for the individual needs of those babies and children attending in all units. The inspector observed the child care practice on the day of inspection to be of a very good standard. Staff were competent, gentle and responsive to the needs of the children and provided suitable play and learning activities. The atmosphere was relaxed and happy. Holywell Childcare Ltd continues to provide a good quality of childcare for the surrounding community. The nursery is well managed with staff working effectively to meet the needs of the children. Play and learning opportunities are well planned and based on 'Birth to Three Matters' 'Desirable Outcomes

for children over three years' and the 'foundation Phase curriculum delivered in partnership with the Early Entitlement Scheme within Flintshire.

Record keeping is good and meets the requirements of The Child Minding and Day Care Regulations (Wales) 2002.

There were no requirements made as a result of this inspection and only three good practice recommendations based on the need to develop further monitoring of the quality of care at this setting and the writing of an annual review as required by the new Regulations that came into force in January 2007. It is also recommended that further development of planning be reviewed with regards to outdoor play and sleeping procedures in the toddler unit. Recommendations made are to be considered by the Registered Person and are not required to be met.

Health and safety, personal hygiene procedures to minimise cross infection and the provision of balanced nutritious meals were noted by the inspector as being elements of good practice within this nursery and of paramount importance to the Registered Person and staff.

In conclusion on the day of this announced inspection the nursery was providing children with a good standard of care where their individual needs were being met within a safe, secure and caring environment.

The Registered Person, Manager, Unit Leaders, children and parents spoken to on the day are thanked for their co-operation and assistance with the inspection process.

CHOICE OF SERVICE

Inspector's findings:

There is a statement of purpose and comprehensive written information available for parents about the nursery and how it operates, this was forwarded to CSSIW prior to the inspection. The information is intended to help parents to make an informed choice about using the service and it is detailed and clear and meets the requirements of The Childminding and Day Care (Wales) Regulations 2002, and the National Minimum Standards for Full Day Care. The nursery also provides 'The Parent Information Pack' online.

There are written contracts in place for children on the register. The contract, together with the Parents Information Pack, the registration form, consent forms completed by parent's cover all aspects of the agreement between parents and the nursery. The contracts are stored securely.

The nursery offers free settling in sessions, the number of sessions offered depends on the needs of each individual child. Parents remain on the premises and have the opportunity to examine policies and procedures, the previous inspection report and can familiarise themselves with the setting and staff.

The quality of the service is currently monitored daily by management who are moving the setting forward in order to obtain the 'Quality Counts' award. The Registered Person is to further develop a system of monitoring and developing quality within her service and the writing of an Annual Review. Regulations brought into force in January 2007 requires the Registered Person to supply parents, the Local Authority where applicable and CSSIW with a copy of their Annual Review. A copy of these new regulations can be obtained from the CSSIW website. Further advice can be sought from CSSIW and The National Day Nurseries Association.

This setting has a suggestion box, which is rarely used by parents. Parents should be encouraged to use it in order to develop the quality of care further in partnership with management and staff. Parents are aware of the needs of their children and their own requirements in using a quality provision. The inspector is aware also that many positive and encouraging comments may also be made by parents using the service and would be valued by the staff, the suggestion box could be used for this purpose too.

Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice Recommendations:

The Registered Person is to further develop a system of monitoring and developing quality within her service and the writing of an Annual Review.

PLANNING FOR INDIVIDUAL NEEDS AND PREFERENCES

Inspector's findings:

Parents are invited to visit the nursery before a place is made available for their child. The individual needs of the children are discussed at this time and as part of the continuing relationship with the family. A registration form is completed for each child and the form used contains all the information required. A general information form about each child is also used to gain information on child and parent preferences, individual needs and routines. Information pertinent to the settling and comforting of each child is also obtained at the time of registration to ensure that a smooth transition from home to nursery is enabled. There is clear information for staff regarding special or dietary needs of individual children. On registration parents are also required to give a password for collection and the names and contact numbers of as many emergency contacts as possible.

The nursery has a written Special Needs Policy and has regard to the Special Educational Needs Code of Practice. Children with special needs are welcome in the nursery following a consultation with parents to establish whether a child's individual needs can be met. Children with additional needs are allocated a keyworker to ensure that their needs are met and to monitor the child's progress and development. The Registered Person has attended Special Needs Training in 2006.

The staff working with the babies demonstrated that they value the importance of working together with parents to provide care for the children. They recognise that parents have the primary responsibility for their children and are aware of the need for privacy and confidentiality in matters concerning the children and their families.

When the children arrive at the nursery staff talk with parents and as how the children are and take into account changes of routine and factors that might have an impact on the children that day. This was not observed on the day as the inspection took place in the morning after the children arrived. When parents collect their children nursery staff tell them how their child has been during their time in the nursery. Observations concluded that parents are also kept informed on a daily basis about their child's progress in writing. Daily record sheets are completed for all children by key workers, which clearly informs parents of their child's day, their routine and activities participated in as well as the friends they have played with, medication, concerns and routines followed. Parents are given the opportunity to take these sheets home and add their own comments. Toddler and pre-school children have their own sheets which allows the carer to request items needed.

Individual development files were examined; they were well presented and aim to provide parents with evidence of the developmental progress the children have made during their time at the nursery. Observation and Milestone Booklets contain assessments of each child up to 2 years of age, 3 years then 4 years. The identified milestones are derived both from the Birth to Three scheme and Milestones provided by The Early Entitlement Scheme as part of the Foundation Phase.

Parents are able to see displayed brief examples of the weekly planning sheets and activities and pieces of the children's work.

Regular newsletters are written for parents and they are kept informed about the service.

It was found during the day of this announced inspection that the registers kept were an

accurate record of the children present. A record is also kept of the staff at work each day.

The service is maintaining records as required under the Childminding and Day Care Regulations (Wales) 2002. Records examined indicated that the staff were clear about the recording of accidents, incidents or an existing injury and parents had signed the relevant records for their child.

Requirements made since the last inspection report, which have been met:

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Requirements which remain outstanding:

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New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice Recommendations:

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QUALITY OF LIFE

Inspector's findings:

The nursery offers an appropriate standard of care, play and learning experiences to the children that attend. Varied and interesting resources are used and there is planning in the short, medium and long term of the activities to make sure that children have an assortment of experiences that meet their developmental needs. The planned activities meet the individual developmental needs of the children attending and clearly demonstrate the aims and objectives for the children's play and learning based on the recommended curriculum Birth to Three Matters and the Desirable Learning Outcomes for children over three. The play and learning experience of the children comes from activities undertaken in small age appropriate groups and the staff worked to support these. The nursery is part of the Flintshire Early Entitlement Scheme where a visiting teacher visits the setting on a regular basis. Activities planned are in line with the 'Foundation Phase three to seven years' adopted by schools within Flintshire.

Baby Unit

The staff in this unit provided the babies present with individual care, focussing on tactile play and interaction with the staff members. The maximum number of babies permitted in the baby unit to allow adequate floor space and individual attention from staff is six. The babies were content and were enjoying their time in the nursery. The babies were able to explore the play areas confidently and were encouraged to move around freely. The staff interacted with the babies, singing rhymes and holding them frequently. Equipment was changed regularly in order to stimulate the babies, all toys placed in mouths were removed after the baby had finished playing with it and wiped appropriately. At all times staff present were gentle and responsive to the babies needs. When one of the babies became tearful and restless due to tiredness the member of staff comforted the child until she fell asleep. It was evident that the babies had formed positive attachments to the staff in this unit. The staff in this unit are aware of and implement activities in line with 'Birth to Three Matters' and are knowledgeable of the individual developmental needs of each child. This unit benefits from the skills and knowledge of a competent Supervisor with 20 years experience, an NNEB qualification and further qualifications pending in management (NVQ level 4)

Toddlers

The inspector spent time with the toddlers after lunch when many were still sleeping. Those awake were enjoying their time in the Ball Pit in an adjacent conservatory area. As the other children woke the children returned to their room to play with a selection of construction toys, cars, garages and home corner activities. The maximum number of toddlers permitted in the area available is a maximum of seventeen if all children are over two years of age. Staff cater well for the needs of the children in this unit providing suitable learning opportunities. A child with English as a second language has settled well into this unit and is having her needs met. Many of the children along with staff have acquired basic language patterns in an additional language so as to make this child feel included. It is evident that the child is quickly learning to communicate using English at a rapid rate.

When the inspector was in the toddler room some of the children were still sleeping, this inhibited the play and learning opportunities made available to those awake. The children were using the Ball Pit adjacent to the toddler room but the inspector felt that the outdoor environment could have been used at this time to allow those children sleeping and those awake an environment conducive to their needs. The Supervisor explained that the

children also have access to the messy playroom upstairs and a group could use this area if the staff were available, the Registered Person however has since stated that toddlers do not use the upstairs messy play area also known as the craft room. It is recommended that the Registered Person utilise space and staff effectively in the toddler unit to allow those children sleeping a calm area, and those awake an environment in which they can play without restrictions. This was not discussed as part of the feedback session with the Registered Person.

pre-school

The planning in this unit is based on the Desirable Outcomes/ Foundation Phase for children aged three. Many of the children attend nursery school during the morning or afternoon sessions. During the afternoon the inspector observed the children listening to a story, they later went outdoors to wash dollies and had time engaging in messy play painting both with their hands and brushes. During the painting session the children used incidental welsh as part of their conversation on colours without being prompted, indicating that the use of Welsh in this setting is well established as a second language. The nursery has also provided a home for 'Ticw' a bear conversant only in the Welsh language and used as a resource by staff. It was evident throughout the inspection that the staff are ensuring that the children are provided with an extensive range of play and learning activities that encourages the development of language, literacy, communication skills and mathematical knowledge and socialisation. During the inspection children were once again observed to enjoy the activities offered and staff facilitated a range of learning opportunities which were evidenced in the planning.

On the inspection day staff were observed taking the pre-school children outdoors to wash the dollies, no other children were observed outdoors by the inspector however the inspector did spend the majority of the morning with the Registered Person and the afternoon in the baby unit. The Registered Person accompanied the inspector outdoors to examine the areas in use; the nursery has a good size soft play area and a covered area suitable for sand and water play. An area of land suitable for transforming into a nature area was discussed by the inspector and Registered Person who aims to channel funds into this area soon.

The inspector recommends that outdoor play be further incorporated into the daily planning. Many of the activities planned for can be provided indoors or outdoors. The nursery needs to adapt planning sheets to clearly show all those activities to be provided outdoors. There is a covered area in which sand and water play could be established as a daily activity for the toddlers and pre-school children. The Ball Pit in the conservatory area could be used at the same time, if the doors were left open children would also benefit from fresh air during this activity.

Requirements made since the last inspection report which have been met:

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Requirements which remain outstanding:

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New requirements from this inspection:

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Good practice Recommendations:

The inspector recommends that outdoor play be incorporated further into the daily planning. Many of the activities planned for can be provided indoors or outdoors. The nursery needs to adapt planning sheets to clearly show all those activities to be provided outdoors.

It is recommended that the Registered Person utilise space and staff effectively in the toddler unit to allow those children sleeping a calm area, and those awake an environment in which they can play without restrictions.

QUALITY OF CARE AND TREATMENT

Inspector's findings:

The quality of care offered by the staff was found to be caring, patient and responsive to the children's individual needs. It was observed that adults and children were comfortable with one another, and that the atmosphere throughout the nursery was happy. Through talking to staff it was established that the routines provided for babies are consistent with those at home. The nursery operates a 'Key Worker' system, which is monitored and reviewed within the separate units.

Menus are reviewed regularly and are made available to parents and staff. The nursery employs a cook who prepares and cooks the meals on the premises. The food offered is balanced and nutritious and is providing children with a variety of fruit and vegetables. The nutritional content of the meals was observed to be good. The nursery aims to provide an appealing and balanced diet and treats mealtimes as an enjoyable learning experience. Five portions of fruit and vegetables are offered daily to the children attending. The Registered Person is also keen to monitor salt and additives contained in foods and insists on the provision of fresh foods whenever possible. The nursery has a policy on the provision of Infant Formula and has been advised by a Health Visitor to ask parents to provide sterile bottles and a dry mix, which should be labelled with the child's name and amount of water to be added. In many cases parents provide cartons of ready-made formula. All parents not adhering to procedures are asked to sign a disclaimer. The toddlers eat in a dining room downstairs and the pre-school children in an upstairs room recently decorated and used for messy play. Both rooms are easy to keep clean with suitable floor coverings and wipeable walls. Water dispensers are provided in this nursery.

The children had appropriate supervision at lunchtime in the dining areas. The youngest babies were observed being fed at the same time by a member of staff. Some toddlers had a sleep after lunch. All those children requiring a sleep whilst on the premises should be accommodated, this includes children of pre-school age. Daily records are kept and information is available for parents. The size and layout of the nursery and the staff groupings result in staff knowing all the children and being aware of their development and progress. Children are cared for by a consistent group of staff. Care is taken regarding the children moving from one unit to the next as they develop and the needs of the children are taken into account.

There is a behaviour management policy for the service and on the day of the inspection staff were observed to be working in accordance with it. The Manager Catherine Hurst is responsible for behaviour management. The older toddlers demonstrated that they were learning to recognise how another child might be feeling and to react to them with understanding and kindness. All staff encouraged the sense of right and wrong depending on the age and understanding of the children concerned.

Standards of hygiene at the nursery were found to be very good. The premises and equipment were clean and thorough measures were taken by staff to avoid the risk of cross-infection amongst adults and children after nappy changing and at snack and lunch times. Aprons were observed to be worn during nappy changes and gloves changed before approaching another child, the Registered Person assured the Inspector that hands are also washed as part of this routine. The children have their own bedding and hand towels which are hung on pegs clearly identified by their own picture and name. Parents also provide sterile containers and comforters, slippers and blankets for use in

the nursery. When necessary tissues were used and disposed of appropriately in bins located in all areas and hands cleaned with hand gel available from dispensers located throughout the premises. It is the responsibility of the staff within each unit to ensure their areas are kept tidy and it is evident that they each unit takes pride in maintaining good hygiene standards. Clear cleaning guidelines were displayed in each unit and referred to the use of colour-coded cloths and cleaning materials.

Nappy changing facilities were appropriate and at a suitable height for staff. The inspector observed nappy changes in the baby unit.

The contents of the First Aid Boxes were not examined during this inspection but they were observed to be appropriately placed. There is a member of staff who has attained a First Aid at Work qualification. All staff employed at the nursery prior to July 2007 have undertaken First Aid training as indicated by the registered person on the staff details form. Those staff recently inducted and those not in attendance on the day will have their training needs met as soon as possible. The nursery has obtained written parental permission to the seeking of any necessary emergency medical advice or treatment for each child. Staff have attended Food Hygiene training.

There are appropriate policies and procedures for the exclusion of children who are ill and for the administration of prescribed medicines. The medication form includes the possibility of side effects and a reminder to contact parents before administering Calpol if a child has not been at the nursery for more than four hours. This was observed as being good practice by the inspector, as the time of last dose would not be available for a child becoming ill on the premises.

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New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice Recommendations:

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STAFFING

Inspector's findings:

The nursery has a stringent recruitment system and staff induction. The Registered Person and Manager have current Enhanced Disclosure Certificates valid until August 2009 and are responsible for the screening of any staff employed at the setting. Ongoing support is provided for staff and their training needs are kept under review. Annual appraisals take place for all staff. A sample of the staff files for the service were examined and found to be in order with all the required contents to comply with the regulations.

There is a staff disciplinary procedure in place, equal opportunities policy and employment contracts. The Registered Person has recently bought into an accredited advisory scheme with Peninsula to manage all staff employment policies and procedures and contracts of employment.

As observed the staff are competent in their communication with both adults and children and use their personal and professional skills and experience in their work, The Registered Person is committed to providing training pertinent to the day to day running of the nursery for all staff employed.

On the day of the inspection the qualifications and numbers of the staff present were appropriate for the service. Seven of the 15 staff entered on the staff information sheet by the Registered Person staff have qualifications of NVQ level 3 or equivalent and above, six have level 2 whilst one is working towards level 2. The remaining member of staff is the nursery cook. The Registered Person has stated in her returned information that new or unqualified staff such as students are supervised at all times. The Registered Person and her Manager manage the setting well and are present as full time staff throughout the week. The Registered Person, Manager and Baby Unit Supervisor are awaiting confirmation of their level 4 qualification in Management. It was evident that staff are working effectively as team, with supervisors in each area supporting staff to ensure each are aware of their roles and responsibilities. Staff are competent, work well together and each were observed to work effectively and consistently to meet the needs of the children present.

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New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice Recommendations:

CONDUCT AND MANAGEMENT OF THE SERVICE

Inspector's findings:

The nursery appears to be well managed and staff were seen to be employed effectively within the service. The Registered Person Debra Ratcliffe takes overall responsibility for the operation of the nursery and is present in the nursery on a daily basis.

There were many areas of good practice noted during the inspection linked to health and hygiene and the provision of nutritional meals. Staff also worked well together in their units and it was evident that each were aware of their roles and responsibilities, in meeting the needs of the children attending. Staff ensured that the safety, welfare and development of the children was being safeguarded and protected.

There is a written equal opportunities policy and information has been obtained from parents regarding the language used at home and the culture or religion of each child. This information is taken into account and used to contribute to making sure that the individual care needs of children are met. The resources used include those reflecting the range and variety of cultures and abilities of the community and world within which the children are growing up. The nursery has introduced Welsh into the playing and learning activities. The Inspector observed key words used by a Lithuanian child displayed on a wall, staff, in particular the child's keyworker and some children have become familiar with these basic words. The nursery is to be commended on their flexibility in incorporating other languages into their daily routines in order to provide a safe and secure environment for a child attending whose first language is not English.

The Registered Person and her Manager deal with the day to day financial aspects of the nursery. The nursery has valid Public Liability Insurance and Employer Liability Insurance cover.

As part of the inspection process CSSIW questionnaires were sent for parents to complete and 10 were returned. These reflected satisfaction with the service. The parents stated that the staff were approachable and friendly, the standard of care good, a reputable nursery, providing social interactions which benefit development. Many parents commented positively on the security of the setting and that they have no health & safety concerns and had registered their child at the nursery confident that their needs would be catered for. All parents stated that they had received all relevant information at registration, and continue to receive daily information from staff. Children appear to enjoy attending this nursery and a number of parents would recommend it to others. Four parents expressed that they had visited other nurseries before choosing Holywell Childcare Ltd and were impressed with their attention to detail, care of the children and procedures.

The Registration Certificate is displayed in the entrance Hall.

Requirements made since the last inspection report which have been met:

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New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice Recommendations:

COMPLAINTS AND PROTECTION

Inspector's findings:

The nursery aims to operate a service that is based on trust and respect, and encourages parents to discuss, with the Registered Person or senior staff, any concerns that they have regarding the standard of care provided for their children.

There is a written complaint procedure and this is made available to parents when they register their child to attend the nursery. Details of the contact address and telephone number for CSSIW are made available.

The Registered Person in charge of the nursery stated that they have not received any complaints about the service.

There is a written child protection procedure and the Registered Person is identified as the person who will take responsibility for liaison with Child Protection agencies. Other members of staff have attended Child Protection training.

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New requirements from this inspection:

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Good practice Recommendations:

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THE PHYSICAL ENVIRONMENT

Inspector's findings:

The nursery environment is safe, secure and suitable for purpose. Throughout the day procedures were in place to prevent persons entering or leaving the building without assistance. The Registered Person ensures that parents or visitors to the premises do not leave doors or gates unlocked. The inspector was given advice on procedures to be adhered to whilst on the premises in line with risk assessments carried out. The inspector was impressed with the security systems in place on the day of the inspection in order that the health and welfare of the children attending are safeguarded.

On the day of the inspection it was found that there was a good range of equipment on the premises and that it was clean, well maintained, suitable for its purpose and for the ages of the children being cared for. Staff took care to see that all equipment was used appropriately. The babies, toddlers and pre-school children are cared for in separate rooms. All units have suitable sleep areas, which are monitored closely by staff.

All areas of the premises are monitored by CCTV cameras, which record activities within the premises. The premises have a suitably designed kitchen and dining areas. The practices of food preparation and serving were very good. There are sufficient toilets and appropriate nappy changing facilities for each age group. Upstairs alongside the pre-school room is a library area with IT equipment in place, the children also have access to a wet / messy play area upstairs which is also used as a dining area. The Registered Person and Manager have an office upstairs which is used to house all relevant records securely. It is evident that the space is utilised to maximise the space available for the care of the children. The baby unit and toddlers are situated on the ground floor along with the kitchen and dining area, conservatory and access to the outdoors.

As observed during the inspection the staff demonstrated an understanding and awareness of safety issues whilst caring for the children.

Written risk assessments have been recorded for the nursery premises and for outings including the school runs. Firedrills are carried out regularly and evaluated by staff. Accident and incident forms are evaluated with any obvious risk or requirements to change in practice being implemented. The Registered Person has put in place finger trap guards and thermo mixing valves on taps to prevent injuries to children. A system has also been developed to ensure that children are handed over safely at the beginning and at the end of the day. Security is paramount at this setting.

Requirements made since the last inspection report which have been met:

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Good practice Recommendations:

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