

# **Care and Social Services Inspectorate Wales**

**Children and Families (Wales) Measure 2010  
Child Minding and Day Care (Inspection and Information for Local Authorities)  
(Wales) Regulations 2010  
The Child Minding and Day Care (Wales) Regulations 2010**

**Inspection report  
Child Minding and Day Care**

**Belle Vue Nursery Ltd**

Belle Vue Nursery  
Belle Vue Road  
Cwmbran  
NP44 3LF

**Date of publication – 11<sup>th</sup> November 2011**

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**Care and Social Services Inspectorate Wales**

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Name of setting :	Belle Vue Nursery Ltd
Contact telephone number:	01633 489999
Responsible Individual	Liz McNamara
Person in charge:	Samantha Lewis
Number of places:	72
Date of this visit :	30 September 2011
Dates of other relevant contact since last report:	N/A
Date of previous report publication:	November 2010
Inspected by:	Elyzabeth Jones

## **Introduction**

The nursery is situated in a residential area in Cwmbran and is well presented with a welcoming atmosphere. An extension was completed in October 2010 and the outdoor areas have also been extended. There is large off road car park where parents can deliver and collect their children safely.

The nursery is registered to care for 72 children aged 0 to 7 years of age. The majority of children attending are under 5 years of age, although some older children may attend during school holidays.

Security is given a high priority; the front door is locked at all times, visitors are required to sign in and systems are in place to ensure children do not leave with anyone other than parents or nominated individuals. The premises are monitored externally and internally with CCTV cameras.

There is a strong management team in place with allocated roles and responsibilities. The nursery uses the Montessori approach to childcare practice. The needs of the individual child and promoting self esteem and independent thinking are central to their practice. The nursery is an approved early years education provider. An Estyn inspection took place in 2011 and the outcomes were very positive.

## **Summary of inspection findings:**

### **What does the provider do well?**

The provider has put the needs of the children at the centre of the service through developing the premises and the staff team.

The children's views and opinions are sought and where practicable their ideas and suggestions are put into practice.

The children are cared for by staff who are qualified and experienced and who are provided with regular management support and training opportunities.

The provider keeps up to date with childcare practice and embraces innovative ideas which benefit the children.

Practice and procedures throughout the nursery are closely monitored and evaluated and where necessary considered changes are made.

### **What has improved since the last inspection?**

The provider has continued to develop the staff team and the premises.

Quality assurance systems have been put in place to support parents new to the service and to gauge their satisfaction with the care provided to their children.

### **What needs to be done to improve the service?**

#### **a.) priorities**

No requirements made at this inspection

#### **b.) other areas for improvement**

None identified.

## **Inspection methods**

This inspection was unannounced and the findings of the report are based on

information provided in the Self Assessment of Service (SAS) prior to inspection  
discussions with staff on the day of inspection  
conversations with children on the day of inspection  
observations of care practice, routines, and interactions on the day inspection

**Information on service****Inspector`s findings:**

There was a nursery prospectus and a comprehensive website available for any parent interested in using the nursery. The website provided links to all their most recent inspection reports, as well as information about the ethos of the nursery and parents were also able to make online enquiries about availability of places

The provider and parents agree terms and conditions of the service through written contracts.

**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:**

## Planning for individual needs and preferences

### Inspector`s findings:

In order to provide child centred care the staff at the nursery sought detailed information from parents regarding their child's needs, likes, dislikes and preferences. A written record of this information was kept, which would be available to all staff that might have contact or provide care for that child. A new system had been put in place whereby a member of staff had been made responsible for liaison with parents new to the service. The aim was to give them a defined point of contact in the first few months whereby any concerns, compliments or anxieties could be discussed and responded to.

There was a key worker system in place and wherever possible, given staff and parents working patterns, the children's day at nursery was discussed with whoever collected them at the end of the session. In the case of younger children written notes would also be provided..

Throughout the nursery the wall displays, posters and photographs provided information about what was happening and what was planned and the nursery website also provided a parents page with information about upcoming events.

Children with specific or additional needs were well catered for and the nursery had a history of supporting children and families and working with other agencies to provide consistent care.

Children's development and progress was monitored through regular staff observations and the methods of recording this were being developed further to ensure consistency across all age groups. Following observations, an assessment would be made as to the next steps that needed to be taken in order to provide opportunities that stimulated and challenged children.

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### Good practice recommendations:

## **Empowering service users, encouraging life style choices**

### **Inspector`s findings:**

The Montessori method of childcare, play and learning was central to the ethos and day to day practice across all the age groups in the nursery. Children were given opportunities to make choices and, where practicable, were encouraged to discuss these and to think their ideas through. Staff spoken to during the inspection felt that this approach was working well.

The Effective Early Learning programme and the Foundation Phase also formed the basis for planning activities. While staff were responsible for planning and supporting children through focussed play activities there were many opportunities for children to choose their own activities and develop their own interests.

Mealtimes were very important in the nursery, with a strong emphasis on having a healthy diet, and children were able to discuss different foods and how they benefited from making good choices about what they ate. The children were also involved in growing some fruit and vegetables on a small nursery allotment and there were plans to increase this. In addition to eating healthily, exercise and outdoor play were incorporated into the daily routine throughout the year. The older children were very confident in their interactions with the inspector and some were able to clearly express the link between their diet and their well being, talking about the vitamins in certain fruits and the fact that they also needed protein. Mealtimes were also regarded as a social occasion and children were involved in laying tables, clearing away and serving themselves. Politeness and good manners were encouraged and role modelled by staff.

Children were encouraged to think about their impact in the wider community the nursery was working towards an eco schools project and were working towards a bronze award.

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

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### **Requirements which remain outstanding:**

<b>Action required (previous outstanding requirements)</b>	<b>Original timescale for completion</b>	<b>Regulation number</b>

### **New requirements from this inspection:**

<b>Action required</b>	<b>Timescale for completion</b>	<b>Regulation number</b>

### **Good practice recommendations:**

## Quality of care

### Inspector`s findings:

The childcare practice was very much based on the principles of the 'circle of respect' and staff were trained and expected to always talk to and explain to children before carrying out personal care.

During the inspection the children were observed to have warm and positive relationships with their carers and even those who had recently started at the nursery appeared to be comfortable in their surrounding and well settled. Conversation with staff indicated a good understanding of children's individual needs and their role in meeting those needs. Overall the atmosphere was a lively one; the children were confident and observations showed staff to be 'tuned into' the needs of the children and enthusiastic about their progress and achievements.

A range of policies and procedures were in place designed to ensure children were cared for in surroundings that were clean and promoted good health.

Long term good health was encouraged through a well balanced diet based on the 5 a day guideline and the 'rainbow menu' which incorporated a wide range of fruit and vegetables. Some staff had attended a nutrition course and the nursery had received a high score rating for the standards of cleanliness in the kitchen following a local authority Environmental Health inspection.

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### Good practice recommendations:



## Staffing

### Inspector`s findings:

The provider was present at the nursery most days and the nursery was led by a strong management team, with clearly designated roles and responsibilities.

On the day of inspection there was a strong feeling of staff working together as a team aware of their individual roles and responsibilities but supportive of each other.

The children were cared for by suitably qualified and experienced staff with a number of trainees and students working under the supervision and instruction of senior staff.

Historically the turnover of staff has been quite low. The recruitment procedure was said to be rigorous and the induction process had been strengthened to ensure that staff had a good understanding of and worked within the Bellevue ethos.

In the long term staff are supported through regular one to one supervision meetings and given training opportunities that encouraged them to develop their skills. Through discussion it was evident that the management team had a good understanding of individual staff skills and used them to benefit the children.

The nursery had maintained their Investors in People award and from discussions with the owner and the managers it was evident that staff were deployed within the nursery according to the needs of the children and the individual skills of staff.

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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 business side of the nursery was well managed with systems and processes in place that were designed to support the smooth running of the nursery.

However, in addition to the systems and processes senior staff obviously spent a good deal of time in the nursery involved in and monitoring the day to day childcare practice, which they felt was key to identifying any concerns that needed to be addressed promptly.

The views of children and parents were said to be key to developing the service and the SAS showed very clearly that these views were considered and where practicable incorporated into a development and action plan. It is suggested that the nursery's own annual Quality of Care report could be placed on their website as well as being made available in the nursery itself.

An inclusion policy was in place and toys and resources reflected diversity. For children with English as second language staff would work with parents to ensure they were able to communicate effectively with the children, learning everyday words and simple phrases in the families first language.

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### Good practice recommendations:

## Complaints, protection and other significant events

### Inspector`s findings:

All parents were said to be made aware of the procedure for making a complaint and that contact details for the CSSIW are readily available to them.

A child protection policy and procedure was in place and had been reviewed by the Local Safeguarding Children's Board. Senior staff had attended external training and provided in house training for all staff on an annual basis; child protection responsibilities also formed part of the induction process.

Children's well being is at the heart of the nursery's practice and any concerns have been acted on and followed through without delay.

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### New requirements from this inspection:

Action required	Timescale for completion	Regulation number

### Good practice recommendations:

## The physical environment

### Inspector`s findings:

The nursery provides a welcoming setting for children and their parents and there is always a member of staff at the reception desk.

A number of developments over the past 2 years have extended and improved the space available both indoors and outdoors. Whilst the different age groups have their own base rooms there is scope within the layout of building for groups to mix throughout the day.

Procedures were said to be in place for maintaining a safe environment for children and staff. All accidents in the nursery were recorded in writing and reviewed on the CCTV monitors. The provider stated that this enabled staff to have the opportunity to reflect on what led up to the accident and if any action on their part could have prevented the accident. The accident records were collated each month to assist with identifying any trends or patterns.

The provider confirmed on the SAS that annual safety checks had been carried out and the Health and Safety policy reviewed in November 2010.

On the day of inspection no hazards were noted and the nursery appeared clean and well cared for.

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### New requirements from this inspection:

Action required	Timescale for completion	Regulation number

### Good practice recommendations:

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**A note on CSSIW's inspection and report process:**

This report has been compiled following an inspection of the service undertaken by Care and Social Services Inspectorate Wales (CSSIW) under the provisions of the Children and Families (Wales) Measure 2010 and the Child Minding and Day Care (Wales) Regulations 2010.

The primary focus of the report is to comment on the quality of life and quality of care experienced by service users.

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

CSSIW inspectors are authorised to enter and inspect regulated services at any time. Inspection enables CSSIW to satisfy itself that continued registration is justified. It also ensures compliance with:

Children and Families (Wales) Measure 2010 and associated Regulations whilst taking into account the National Minimum Standards  
The service'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 and any staff, engagement with children who use the setting as well as information drawn from the provider's own self-assessment. At any other time, visits may also be made to services 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 are the same at all times. The registered provider / responsible individual is responsible for ensuring that the service operates in a way which complies with the 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 the last inspection report which are not listed as outstanding have been met.

Where key requirements have been identified, the provider is required under Regulation 18 of the Child Minding and Day Care (Wales) Regulations 2010 (Compliance Notification) to advise the appropriate regional office in writing 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 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 and where this is the case makes a summary of the complaint available to the public. CSSIW will also include within the inspection report a summary of any matters it has been involved in together with any action they have taken.

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

Care and Social Services Inspectorate Wales is required to make reports on registered facilities available to the public. The reports are public documents and will be available on the website: [www.cssiw.org.uk](http://www.cssiw.org.uk)