



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

**The Children`s Room
13 St James Gardens
Swansea
SA1 6DY**

**Type of inspection – Focused
Date of inspection – Friday, 27 February 2015
Date of publication – Wednesday, 29 April 2015**

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Summary

About the service

The Children's Room was registered by CSSIW in October 2007 and offers full day care for up to forty five children. The service was based in a large three storey building in St James Gardens in Uplands, Swansea and operated Monday to Friday between the hours of 8am – 6pm, 48 weeks of the year. It is a privately run Montessori service run according to the child-centred Montessori approach to early education. Elizabeth Byatt is the registered person, and the person in charge for the service since August 2014 is Sharon Jones. English is the main language of care but formal weekly Welsh lessons are held.

What type of inspection was carried out?

An unannounced scheduled focused inspection which considered the experience of the children using the service was undertaken on 27 February 2015.

The following methodologies were used:

- One unannounced visit
- Discussions with the registered person, person in charge and members of staff
- Direct observations of practice and routines
- Premises inspection
- Analysis of the statement of purpose.

What does the service do well?

- Continues to use the My Montessori Child web-based reporting programme for the older age group and is hoping to introduce it into the younger age groups soon. The application is designed to allow parents an insight into their child's day and has proven to be an excellent home to service link.

What has improved since the last inspection?

- No areas over and above the National Minimum Standards were noted.

What needs to be done to improve the service?

- No significant non-compliance was identified.

The registered person was notified of the following recommendations, as detailed in the National Minimum Standards (NMS) for Regulated Child Care:

- To notify CSSIW of a change to the person in charge as required under Schedule 4, Regulation 31 2(1) of the Child Minding and Day Care (Wales) Regulations 2010
- To review the statement of purpose and forward a copy to CSSIW
- To forward a copy of the most recent quality of care report to CSSIW once completed.

Quality Of Life

Overall, we (CSSIW) found that the care offered at the service was welcoming, nurturing and homely, and the children were secure, happy and comfortable with their carers and in their environment. Children enjoy a range of indoor and outdoor experiences, including freely chosen and focussed activities.

Children are positively occupied and stimulated because staff planned a range of age appropriate and interesting activities, taking on board the children's wishes, and ages and stage of development. The service followed the Montessori curriculum which is divided into six areas of learning, wherever possible natural materials are used instead of plastics and synthetics. Throughout the setting we saw a large selection of equipment and activities and we observed a small group of the older children playing in the Practical Life room. One child helped themselves to a tray laid out with orange lentils and two small glass jugs; the child quietly and methodically poured the lentils from one jug to another happily and contentedly until putting the tray back where they had found it and moving onto another tray that contained wooden items for threading. Children in the room next door were involved in the creation of a variety of art and craft pictures and were eagerly helping themselves to the items they required from the well-equipped art station. Members of staff supervised the children appropriately but were very aware of when to engage and when to allow the children the freedom to explore the activities themselves. The younger children aged 18 months were observed tidying up after one activity before moving on to a group story on the carpet. We saw the children help themselves to a varied selection of books and either indicate to a member of staff for help with the book or sit with a friend and look through its pages. Each age group had full use of two base rooms and staff ensured that the children utilised the areas fully. The setting had a selection of 'treasure baskets' and included heuristic play opportunities as the babies became more mobile. Staff said that when a child freely chooses their own activity it will be because they are genuinely interested in it.

Children are active and their physical well-being and health was promoted because the service offered healthy snacks supplemented by their home prepared lunch boxes and ensured the children had regular opportunities for outdoor play. Drinks were available throughout the day in all age groups. Special dietary requirements were noted and younger babies followed their own routines as agreed with their parents, therefore staff stated that one of the group who was asleep would be offered the snack when they woke up. Another baby did not want to eat and was showing signs of tiredness so a member of staff moved them from the table and offered them their bottle as they gently and calmly fell asleep; they were then settled into a baby bouncy chair and moved to the second playroom to continue their sleep. The staff helped to feed the children if they needed assistance but also gave them opportunity to try and feed themselves. Lunch time was a sociable and relaxed event followed by hand and face washing, toileting and nappy changing.

Children's emotional, social and intellectual development is being promoted at every opportunity because the children throughout the setting had clearly developed warm and close relationships with the staff and the atmosphere was contributing to a calm, learning environment. We found that the children were happy, smiling and settled and they

demonstrated a good level of confidence and self-esteem. The staff were seen to encourage and support the children during toileting, meal/snack times, play and sleep time and by listening to their requests and helping them make choices and express themselves in a positive manner. Children's behaviour was managed in a positive and quiet manner as staff reminded them to be kind and to share activities with their friends. We saw staff praising the children as they completed a task or shared a piece of equipment and we found the children to be confident and at ease with the staff.

Quality Of Staffing

This inspection focused on the experiences of children using the service and the quality of life at the service. CSSIW did not consider it necessary to look at the quality of staffing on this occasion because:

- The staff were experienced and qualified and the service had a history of a low staff turnover.
- The staff team held a variety of recognised qualifications whilst ensuring they maintained First Aid, Food Hygiene and Child Protection training.

However, this theme will be more fully considered during future inspections.

Quality Of Leadership And Management

This inspection focused on the experiences of children using the service and the quality of life at the service. CSSIW did not consider it necessary to look at the quality of leadership and management on this occasion because:

- The registered person, person in charge and senior staff were seen to be fully committed to providing a good quality service to the children and their parents. However, the registered person had not informed CSSIW of the change regarding the employment of a new person in charge.
- The registered person said that a quality of care review will be undertaken in 2015 and that they would be seeking the views and opinions of the parent/carers and children with regard to the service. The completed report would be available for parents and a copy forwarded to CSSIW.

However this theme will be more fully considered during future inspections.

Quality Of The Environment

This inspection focused on the experiences of children using the service and the quality of life at the setting. CSSIW did not consider it necessary to look at the quality of the environment on this occasion because:

- The children benefit from a stimulating and safe environment that promoted their holistic development with a good range of age appropriate activities, furniture and equipment.
- The service was clean, bright and welcoming for children with plenty of space to play and rest. The children had access to an enclosed rear garden which was due to have its play surfaces and play areas renewed within the next few months. The person in charge confirmed that full use of St James Park, directly opposite the nursery would continue to be utilised by the children and staff.

However this theme will be more fully considered during future inspections.

How we inspect and report on services

We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.