

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**

Treffos Cottage Nursery

Treffos Independent School & Nursery
Llansadwrn
LL59 5SD

Date of publication: 23/12/2011

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Care and Social Services Inspectorate Wales

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Name of setting :	Treffos Cottage Nursery
Contact telephone number:	01248 712 322
Registered Person/Responsible Individual	Dr. Stuart Arthur Maybury Humphreys Joyce Elizabeth Humphreys
Person in charge:	Joyce Elizabeth Humphreys
Number of places:	60
Date of this visit :	24 th of November 2011
Dates of other relevant contact since last report:	<p>10 -03-2011 – CSSIW received an application to vary conditions of registration.</p> <p>16-03-2011 – Application granted to use additional room.</p> <p>25-05-2011 – Compliance noticed issued by the CSSIW regarding record keeping, a regulatory requirement .</p> <p>01-06-2011 – Notification was received from the Registered Persons that the requirement had been addressed.</p> <p>17-06-2011 – Notification received by the CSSIW in respects of change of staffing at the nursery.</p> <p>01-07-11 – Site visit undertaken to discuss conditions of registration.</p> <p>28-07-2011 – Confirmation received from the Registered Persons that the statement of purpose and operational plan had been modified to take into account the additional space and the new numbers of children for which the nursery would be registered.</p> <p>03/10/2011 – Notice of Intention to Vary Conditions and Notice of Intention to remove Conditions were issued by the CSSIW to reflect proposals for the nursery's new conditions of registration.</p>

	02/11/2011 - Notice of Decision to Vary Conditions and Notice of Decision to Remove Conditions were issued by the CSSIW to formalise change of conditions of registration.
Date of previous report publication:	31-03-2011
Inspected by:	Sian Roberts

Introduction

Treffos Cottage Nursery is registered for sixty children and is located in a picturesque area of Llansadwrn on the Isle of Anglesey. It is located on the same site as Treffos Independent School, and some of the children who attend the nursery later attend the school.

The nursery is open from 8:00 until 18:00 Monday to Friday, during both school term and school holidays. The nursery operates from two buildings, and there is an enclosed outside play area in between both buildings for children to enjoy outdoor play and activities.

Dr. Stuart Humphreys and Mrs. Joyce Humphreys are the Registered Persons for this nursery. Currently, Rachel Jones is the named Person in Charge for the setting, although it is understood that the Registered Persons wish for this to be amended to Mrs. Joyce Humphreys. Ellen Evans is the named deputy for Mrs. Joyce Humphreys.

Summary of inspection findings:

What does the provider do well?

1. There are effective strategies in place to share the required information with parents prior to children starting to attend the setting.
2. Similarly, there are effective procedures in place for sharing information with parents at the end of a child's day at the setting as well as sharing general information with parents.
3. There are suitable procedures in place in order to assist children to settle at the setting.
4. Staff members have a good understanding of children's individual needs and routines.
5. Care practices are implemented in accordance with children's individual needs, routines, and parental preferences.
6. There are good record keeping systems in place.
7. Care provided is warm and attentive and is delivered in a clean and safe environment.
8. Varied age appropriate activities are provided for the children.
9. There is good organisation at the nursery with staff members clear about their roles and responsibilities.
10. Healthy meals and snacks are provided.
11. Robust recruitment practices are in place.
12. Very good procedures are in place for collating information for the nursery's annual quality of care review.

What has improved since the last inspection?

1. Recording of children and staff member's presence at the nursery.

2. Parents are aware of who the key worker is for their child.
3. Recording practices of administration of medicine to children, specifically when administering medication in an emergency.
4. One member of staff is now the designated cook.
5. The Registered Person has obtained a First Aid at Work qualification.
6. The contents of staff files meet with requirements, and there is a clearer system for the recording of induction programmes and annual appraisals.

What needs to be done to improve the service?

a.) priorities

1. To ensure that the exposed piping which serve the radiators are covered.

b.) other areas for improvement

1. In instances where a child should bite another child, separate and detailed records must be made on each occasion in respects of the child who has bitten, as well as the child who suffered the bite.
2. Any discussions convened about such behaviours with parents of relevant children should be recorded, along with any agreed action plan.
3. To consider within team meetings whether there are additional strategies which can be implemented to inform parents of the appointment of new staff members.
4. To expand the induction programme to cover more policies, procedures and associated practices.
5. To ensure that applications are made to renew Enhanced CRB checks for staff members prior to the previous checks expiring.
6. For staff member's annual appraisal to refer to their training plan.
7. To include more detailed reference to staff and children's opinion within the annual review of the nursery's quality of care report.

Inspection methods

This report is based on information derived from the following sources:

Written information from the provider completed prior to the inspection, namely a Self Assessment of Service (SAS) form and Annual Data Collection (ADC) form.

Observations undertaken on the day of inspection(24-11-2011) in respects of the following;

- care provided
- interaction between staff members and the children
- activities available for the children

Verbal discussions with both Registered Persons and some staff members.

Observations of some record keeping practices, and viewing of a sample of records.

Information received within 13 parent questionnaires issued by the CSSIW, and which were received prior to the inspection.

Information received within 4 staff questionnaires issued by the CSSIW, and which were received prior to the inspection.

Observations of the premises.

Information on service

Inspector`s findings:

All parents consistently noted within their questionnaires that they received written information from the nursery prior to their children starting to attend the setting. The Registered Persons have further corroborated this within their Self Assessment of Service form.

The Registered Persons and staff members also pride themselves on convening discussions with parents about their children and the care practices at the nursery prior to children starting to attend.

As a result the inspector is confident that the nursery has good procedures in place to ensure that parents receive the required information prior to their children starting at the setting.

The CSSIW has received written confirmation from the Registered Persons recently that their statement of purpose has been amended following recent changes to their conditions of registration, which was namely to increase the numbers of children for which they are registered for. As a result, the inspector did not consider it necessary to further inspect this document on this occasion.

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:

Parents and children are encouraged to visit the setting beforehand, and to speak with staff members about their child's individual needs. Children are then encouraged to have a settling in process whereby they attend the nursery for short periods initially in order to assist the child to settle, and for the staff members to become accustomed to the child's individual needs.

As well as sharing information verbally with the nursery, parents are requested to complete relevant forms detailing information about their child's general and individual needs before they start to attend. This again reflects good practice as it ensures that the nursery is aware of each child's holistic needs.

Discussions with staff members in the Red Room which cares for babies at the nursery, reflected how they aim to provide the children with the same routine as to what they would have at home. For example, children are put to sleep in accordance with their own individual routine, and this was observed to be implemented in practice on the day of inspection. This reflects good practice as it contributes to providing consistency of care for the children.

There was also evidence of how the nursery ensured that the care provided changed accordingly. For example changes to a child's sleeping routine had been recorded, in accordance with a child's developing needs and parental preferences, which reflects good practice.

Verbal discussions with staff evidenced that they had a good understanding of children's needs for which they are to be commended. Indeed, there were effective strategies in place to assist staff members in ensuring that children's individual routines and needs were recognised and addressed. For example, relevant information about individual children's individual needs and routines were displayed in the Red and Green Room to assist staff members in their role and in the care of each child.

Having viewed a sample of the nursery's records, the inspector felt that the nursery had good record keeping systems in place. Indeed, it is pleasing to note that following last year's inspection, the nursery have improved their procedures of recording of children's attendance within different rooms at the nursery. On more than one occasion, the inspector checked the registers and the records kept accurately reflected the actual numbers of children present.

Entry of accident records viewed had been appropriately completed, and Mrs. Humphreys relayed how at the end of each book they read the entries made to have an overview over whether there are common links in any of the accidents. This reflects good practice.

Similarly, the entries made in relation to administering medication to children had been appropriately completed. Records had also been made on occasions where the nursery had telephoned parents to seek verbal consent to administer calpol in cases where the child had developed a fever unexpectedly. Parents had signed such entries accordingly upon collection of their child

Recommendations about how the nursery can develop some of their recording practices will be made under relevant headings through the remainder of the report.

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:

Empowering service users, encouraging life style choices

Inspector`s findings:

Discussions with staff members, observations of a sample of written daily records which are shared with parents at the end of the day, as well as information displayed on notice boards at the nursery evidence that the nursery has effective strategies in place to share information with parents.

This is also further corroborated within the parents questionnaires received as all parents consistently noted that they were happy with the information they received. They also specified that they received information verbally from staff members, through daily sheets / diaries, notice boards as well as monthly newsletters.

Complimentary comments within parents questionnaires about communication between the nursery and parents included;

“ I love report book such a fab way of keeping a note of everything”.

“ The new monthly report sheets are a fantastic addition to the already good communications”.

All parents also consistently noted that they received information about their child's development, and the inspector feels that the nursery's procedures for recording children's development reflects good practice, and can undoubtedly assist staff members in sharing information about children's development with their parents.

A further interesting tool of sharing information within the Kinder garden room at the nursery is to display photographs of children partaking in different activities rotating on a television within the room. It is also the Registered Persons intention to have a similar photo frame displaying digital photographs within the entry to the Red / Orange and Green rooms.

On the day of the inspection the inspector rotated between different rooms, and was able to observe children partaking in different activities. The younger babies were observed to toddle about and play with age appropriate toys and equipment, as well as have an opportunity to undertake some hand painting with staff member's assistance.

Children attending the Orange and Green room were observed to have their lunch, and to enjoy outdoor play, with the children attending the kinder garden enjoying different activities to include drawing, colouring, painting, grouping different coloured figures and listening to a story.

Written records within daily and monthly planning sheets, “routine of the day” sheets, evidence of children's work displayed, and discussions with staff members evidenced that children are provided with various age appropriate and interesting experiences at the nursery which undoubtedly provide children with ample opportunities for play and learning. This reflects good practice.

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:

Quality of care

Inspector`s findings:

It is noted within the nursery's Self Assessment of Service form that the nursery operates a key worker system. Staff members spoken to during the inspection verbally confirmed that this system was in place, and staff members who had completed a staff questionnaire and who indicated that they were designated key workers for certain children, also stated that they had received guidance for this role.

Discussions with staff members spoken to about the key worker system evidenced that they had a good understanding of their roles and responsibilities. Details about the "key worker system" was observed to be on display also. This reflects good practice as not only is it an effective tool for reminding staff of the main objectives of the system, but also serves as an useful tool for sharing information with parents.

However, the key worker system is applied in a more flexible manner within the baby room, given the fact that usually it is the same two members of staff who are present. It was indicated that both would share the duties of nappy changing.

All parents who had completed a questionnaire indicated that they were aware of who their child key worker is and indicated that they have frequent contact with them. Indeed, several complimentary comments were made about staff members within the questionnaires received to include;

"Treffos staff are all polite and seem to have a good rapport with the children."
"The staff go above and beyond to look after the child and to be helpful to parents".
"Excellent – amazing staff...Everyone deserves a massive "well done" for their efforts"

The inspector observed staff to provide warm and attentive care to the children. They were observed to speak with the children in an age appropriate and gentle manner. Clear instructions were given to the children where appropriate and staff members were heard to praise the children frequently. This reflects good practice as it encourages positive behaviours.

The nursery has experience of dealing with behaviours such as children biting. From the sample of records viewed, it was observed that the recording practices tended to be sporadic with some entries being very detailed and others being more general.

As was discussed, it would be better practice to ensure that greater consistency is achieved with this and that all staff members record such incidents in the same manner. Indeed, all such incidents should be recorded separately, and the parent of a child, who has bitten, as well as a child who has been bitten, should sign each separate entry.

There was evidence that the Registered Persons had met with parents where appropriate to discuss a child's behaviour and any agreed action plan, which reflects good practice. As was discussed however in order to further evidence this, it would be good practice to record such discussions in future. Such records could also serve as an additional tool to share information with staff members about the agreed action plan for dealing with such behaviours.

The registered person has confirmed that she shares information gained from any training with the staff team for example behaviour management in relation to biting.

Several incidents of good hygiene practices were observed. Staff members were seen to address general cleaning tasks, and others were heard to promote children to wash their hands after using the toilet. It was also observed (on a door in the orange room) that there were clear instructions detailing which staff members were responsible for different duties on certain days, to include cleaning duties. This reflects good practice as it ensures that each staff member are clear about their different roles and responsibilities. It is the inspector's opinion that this also contributed to the good organisation that was seen on the day of inspection.

Similarly, in the Red room a monthly cleaning rota was seen detailing which equipment should be clean and how frequently. This again reflects good practice as it again provides further clarity to staff member's about their responsibilities.

Discussions with staff members in the Red room reflected that each child would use their own individual bedding throughout the week, and that it would be washed at the end of the week or sooner if the child only attended part of the week. Further discussions evidenced that such practices were in place within different rooms in the nursery also hence reflecting another example of good hygiene practice.

Dr. Stuart Humphreys verbally confirmed that he has completed First Aid at Work training recently, and both Registered Persons confirmed that all staff members have recently attended first aid training which was held in house. This reflects good practice.

There is one designated staff member who undertakes the food preparation and cooking at the nursery. She has attended Tiny Tums training as well as a refresher food hygiene course recently.

There were clear records in the kitchen as to which foods certain children couldn't have. Discussions with the cook evidenced that she adapted the menu on a daily basis if required to ensure that each child's dietary needs were consistently met.

The menu for the nursery appeared to be tasty, containing various healthy meals and snacks which are low in salt, additives, and saturated fats with a portion of fruit and / or vegetable being provided during lunch and tea. The nursery is to be commended for such practices.

As with other parts of the nursery viewed, the kitchen area appeared very clean with clear guidelines on display for staff members to follow when preparing food. This reflects good practice and indicates that food safety is given priority at the setting. Indeed, it is positive to note that the nursery has been awarded a five star rating from the Food Standard Agency following a recent inspection. This is the highest rating that can be achieved.

Mrs. Joyce Humphreys verbally confirmed that following an inspection by the Environmental Health all matters which had been noted in the CSSIW's previous inspection report had been discussed, and the Environmental Health officer was reported to be satisfied with the nursery's procedures.

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:

1. In instances where a child should bite another child, separate and detailed records must be made on each occasion in respects of the child who has bitten, as well as the child who suffered the bite.
2. Any discussions convened about such behaviours with parents of relevant children should be recorded, along with any agreed action plan.

Staffing

Inspector`s findings:

Dr. Stuart Humphreys and Mrs. Joyce Elizabeth Humphreys are the Registered Persons for the nursery. Both have current Enhanced Criminal Record Bureau disclosures as is required.

Mrs. Joyce Elizabeth Humphreys is by now the Person In Charge, and she confirmed that she is present daily in a supernumerary capacity. As a result, she is able to have a daily overview of the nursery and frequents the different rooms. She is available to undertake additional tasks as they may arise.

Ellen Evans is the named deputy for Mrs. Humphreys, and she works daily within the Red room of the nursery and half a day of her working week is allocated to a meeting with the Registered Persons.

On the day of the inspection, a general discussion was convened with Mrs. Humphreys regarding the numbers of staff currently working at the setting. Not including staff members whom are currently off work due to maternity and sickness leave, it appears that there are eleven staff members working at the setting, some of which are part time.

Mrs. Humphreys has confirmed that there are twelve staff members working at the nursery and confirmed their qualification status as follows; five of the staff members have a degree, four of which have a degree in PGCE (Post Graduate Certificate in Education), three have a relevant qualification in child care at level three, one has a relevant qualification at level two in child care and the remaining three staff members are in the process of obtaining a relevant qualification.

The Registered Person stated that parents often comment about the fact that the nursery has a very well qualified staff team.

It was observed that the three staff members who are yet to obtain a relevant qualification, on the day of inspection worked alongside more experienced and qualified staff members reflecting good organisational distribution of staff.

Whilst parents who had completed questionnaires had been highly complimentary of the service provided at the nursery and of the staff members themselves, two parents had raised concerns about a high turnover of staff at present at the nursery. This was further discussed with Mrs. Humphreys. She confirmed that some staff members had recently left but that this was due to staff member's personal circumstances and referred to how three of them had left the area / country.

It was of concern to the parents that they were unaware of whom the newer staff members were. However, further discussions and observations made evidenced that parents are informed within the nursery's newsletters of new staff member's appointments. Also, pictures of all staff members as well as their names are on display within the foyer area of the green room as well as the foyer area of the kinder garden room. These pictures have been on display for a while it was stated.

The Registered Persons have identified within their Self Assessment of Service form that they could improve their practice in this respects by issuing parents with a flyer on each occasion a new staff member is appointed. They have also noted that they have room to improve when appointing staff members by undertaking further assessments about potential staff member's commitment to the nursery, what they see as their career path and carefully balance qualifications and talent with long term commitment and staff retention.

The inspector therefore feels that the nursery has appropriate strategies in place to inform parents of new staff member's appointments, but would support the Registered Person's intention to issue a flyer to further support the strategies already in place.

From discussions it appeared that four staff members had been appointed to work at the setting since August 2011. The file of one of these staff members was viewed during the inspection to ascertain the Registered Person's procedures for assessing potential staff member's suitability to work at the setting.

The file evidenced that the Registered Person had made the required checks and therefore were in a position to evidence that this person was suitable to work at the nursery.

The inspector however would like to advise the Registered Persons of the following;

If relevant information is disclosed on an applicants medical history, an assessment should be made by the Registered Persons noting whether or not this is likely to affect or restrict them in their role and what procedures (if any) should be put in place.

The Registered Persons must ensure that they obtain a copy directly from the body that makes the application for an Enhanced CRB disclosure for staff members on their behalf i.e. not the staff member's copy of the disclosure.

The wording of the disclaimer which staff members are requested to sign initially should read have they ever been convicted / cautioned for a certain offence and any reference to spent convictions to be removed as no convictions are deemed "spent" in relation to child care.

A copy of a job description to be kept on file.

It was observed that this staff member had completed an induction programme at the beginning of their employment at the setting, which reflects good practice. As was discussed, the inspector feels that this programme could be expanded further to cover more of the nursery's main policies and procedures, although it is positive to note that this had been identified by the Registered Persons and staff members themselves during their last team meeting.

A file of a longer serving staff member was also viewed in order to ensure that certain checks had been renewed as required. Also, to see what systems the nursery has for appraising staff members. The Enhanced CRB disclosure had expired since 18th of June 2011 although the Registered Persons did assure the inspector that a renewal check had been applied for. As was discussed, it needs to be ensured that in future Enhanced CRB renewal checks are applied for prior to current checks expiring.

There was evidence that an annual appraisal had been undertaken on the staff member. As discussed, it would be good practice to ensure that all annual appraisals are kept on staff member's file to enable the Registered Persons to have an overview from one year

to the next of previous issues discussed or judgements made. Also, to ensure that reference is made to an individual's training plan as part of the annual appraisal.

Staff members tend to work in the same rooms with the same children although there is some flexibility in order to cover lunch breaks and staff absences. This does also give staff members the opportunity to work with different age groups on occasions and gain different experiences. The Registered Persons are however aware of the need to adhere to the requirements of Standard 13 of the National Minimum Standards for Regulated Child Care when deploying staff in terms of the qualifications and experience that is required to work with children of certain age groups.

During the afternoon, it was shared that the children attending the Kinder garden section of the nursery were outside playing with children attending Treffos school, and that it was a teacher from the school whom was supervising them.

The inspector did not ascertain on this occasion whether the Registered Persons had compiled a staff file on the member of teaching staff, and the Registered Persons are reminded that despite being employed at the school, if the teacher is to continue with any aspect of care for the children attending the nursery, to include supervision during lunch breaks / outside play that a full staff file must be compiled to include all of the required information as noted in Regulation 28(2)(b)(i) of the Child Minding and Day Care (Wales) Regulations 2010.

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:

1. To consider within team meetings whether there are additional strategies which can be implemented to inform parents of the appointment of new staff members.
2. To expand the induction programme to cover more policies, procedures and associated practices.
3. To ensure that applications are made to renew Enhanced CRB checks for staff members prior to the previous checks expiring.
4. For staff member's annual appraisal to refer to their training plan also.

Conduct and management of the service

Inspector`s findings:

Discussions as well as observations of written records kept evidenced that both Registered Persons and the named deputy have a good understanding of each other's roles and responsibilities, and have regular meetings to discuss aspects of the nursery's operations.

For example, management meetings are convened on a weekly basis between both Registered Persons and the named deputy. Staff members are able to contribute to the meetings and raise any issues by informing Ellen Evans beforehand. In addition, staff meetings are held monthly.

From the template of a management meeting record form which the inspector viewed, it was felt that relevant and important issues are discussed on a regular basis for which the nursery is to be commended. The issues discussed within general team meetings are also recorded, reflecting good practice.

There are also procedures in place for either Registered Persons to observe staff members directly within their day to day role. A record was seen whereby Dr. Humphreys had observed both staff members within the baby room undertaking their duties. This reflects good practice as it evidences that the Registered Persons evaluate staff member's performance post appointment. It serves as a useful tool to identify good practices as well as areas of staff performance which might need developing. Such records could also be helpful in feeding staff members annual appraisal.

On the day of inspection, the nursery met the required adult child ratio. The inspector felt that there was good organisation and the children were familiar with their routine. The rooms were used effectively, with some use being made of the theatre area. As a result of the numbers of children attending, greater use of the theatre area was not required on this day.

The Registered Persons have completed a Self Assessment of Service form for the purpose of this inspection, and this will serve as their annual quality of care review for this year. The content of the report is very comprehensive and further discussions' evidenced that the Registered Persons had asked parent's opinions about the service and included their responses in the report.

For example, a sample of end of placement questionnaires issue to parents of children attending the Kinder garden section of the nursery were viewed along with the Registered Persons analysis of those questionnaires (parental survey).

The inspector feels that the fact that the Registered Persons have allowed an opportunity at the end of the Self Assessment of Service form for parents to respond noting how it could be improved and asking their general opinion is excellent.

Parents views, and the views of other agencies i.e. the environmental health department (food standards agency) have been clearly referenced in the report as is required. In order to fully meet with the requirements of Regulation 16 of the Child minding and Day Care(Wales) Regulation 2010, as part of next year's quality of care review greater reference could be made to children's opinions and staff member's direct opinions. The latter could be sought from annual appraisals, team meeting minutes, and management

meetings. Children's opinions could be sought from staff members who observe them or if they are of sufficient age and understanding, could contribute themselves verbally or alternatively complete a child centred questionnaire.

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:

1. To include more detailed reference to staff and children's opinion within the annual review of the nursery's quality of care report.

Complaints, protection and other significant events

Inspector`s findings:

All parents consistently noted within their questionnaires that they had not made a complaint to the nursery. All also noted that they were aware of the policy to follow should they wish to complain. This reflects good practice and reflects that parents had been provided with the required information relating to this matter. As the Registered Persons further corroborated this within their Self Assessment of Service, there wasn't a need to discuss this further during this inspection.

The inspector discussed with the Registered Persons the need for staff members to attend child protection training, and they verbally confirmed that all staff members would receive this training in house at the beginning of next year. Some staff members spoken to also confirmed that child protection is routinely discussed within team meetings which reflects good practice.

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 physical environment

Inspector`s findings:

Dr. Humphreys is the Registered Person responsible for safety at the setting and as part of his role, he is the one who undertakes annual risk assessments. The inspector did not focus on these as part of this inspection, but would advise the Registered Persons to ensure that staff members have the opportunity to view such documents in order to be familiar with their contents.

The information noted in the Registered Person's Self Assessment of Service form evidences that safety is given a priority at the setting, and this was also observed in some of the visual checks the inspector undertook during the visit.

The inspector did comment on the temperature of the hot piping present in some of the rooms underneath the radiators, and the Registered Persons agreed that they would ensure the piping would be appropriately covered in order to eliminate any risk of scalding. One bike was removed until new handle bar covers are placed thus returning it to a suitable condition. The inspector also feels it would be of benefit to ensure that the leads in the kinder garden room underneath the television area and which surrounds the electrical equipment are placed out of children's reach.

It was agreed that the Registered Persons would continue to review the effectiveness of the radiator covers ensuring that they provide adequate safety cover but that they also do not unduly restrict the warmth.

Parents were generally happy with health and safety at the setting with complimentary comments having been made, apart from one comment which stated that parents needed to be reminded to adequately close all doors and gates.

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:

1. To ensure that the exposed piping which serve the radiators are covered as a priority.

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