

# **Care and Social Services Inspectorate Wales**

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

**Inspection report  
Full day care**

**Sandringham Day Nursery**

16 Sandringham Road  
Penylan  
Cardiff  
CF23 5BJ

**Date of publication**

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**Care and Social Services Inspectorate Wales**

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Name of setting :	Sandringham Day Nursery
Contact telephone number:	029 2047 1918
Registered Person/Responsible Individual	Sarah Arabestani
Person in charge:	Natalie Fox
Number of places:	30
Date of this visit :	15 June 2010
Dates of other relevant contact since last report:	Various relating to staff changes
Date of previous report publication:	16 May 2009
Inspected by:	Michael Scott

## **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](http://www.cssiw.org.uk)

## Summary

The methodology used during this inspection includes the following:

- Written information from the self assessment form.
- Examination of a sample of written policies, procedures and operational records.
- Discussion with the Responsible Individual and staff.
- Direct observation of activities, interactions and procedures on the day of the inspection.
- Staff and parents' questionnaires.
- Interaction and discussion with the children.

The main focus of this unannounced proportionate inspection was to inspect core documents and observe child care practice and an inspection plan was forwarded to the responsible individual prior to inspection.

Sandringham Day Nursery was registered with the Care Standards Inspectorate for Wales on 17<sup>th</sup> July 2003. The nursery is registered for 30 children from birth to 5<sup>th</sup> birthday.

The nursery operates from a refurbished house with a rear garden, in a residential area of the city. The nursery is owned by a company - Sandringham Nursery Ltd. Mrs Sarah Arabestani is the responsible individual for the nursery on behalf of the company and she is present at the nursery on a regular basis. The Manager is Natalie Fox and Kirsty Barlow is the deputy manager. The nursery has "door closed" policy between 08:40am – 09:10pm due to a planning restriction and parents are made aware of this.

Sandringham Nursery Ltd employs 9 childcare staff, excluding the cook, 4 staff have level 3 qualifications, and 2 have recently completed their level 3 qualifications but are awaiting certificates. 1 staff member has a level 2 qualification, 2 are unqualified and are about to start a level 3 qualification. The manager and deputy are due to start a level 4 management qualification shortly.

Staff plan activities and play opportunities using the Desirable Outcomes for Children's Learning before compulsory school age, as defined in the Foundation Phase for Children's Learning and short mid and long term planning is evident. The nursery team have adapted elements of this for the under two's age range. Theme based projects are evident and the current theme is "under the sea". Multi cultural events and themes are also celebrated. Children's artwork and projects are displayed throughout the nursery. Staff record relevant developmental milestones and make notes on children's progress and these are transferred to individual child profiles. There is a Welsh speaking member of staff on the team and extended use of the Welsh language is evident.

Activities observed at inspection for the older children included dance and exercise to a DVD and children and staff participated enthusiastically in this. There was a choice of activities including painting and art and craft and children also helped staff water the plants outdoors and played with the outdoor play equipment. There was story time; duplo play and water play with a new water trough which was very popular.

The under two's from the upstairs area went out in the Kiddy bus to the adjacent park and on their return they had access to free play activities in their base rooms prior to lunch. Staff provided a range of age appropriate toys and resources.

After lunch the older children played outdoors and staff were pro active in encouraging children to wear sun hats and use sun cream as it was a hot afternoon. Some children sat in the shade of the gazebo for story time whilst other enjoyed water play. Observations at lunch time showed that older children are encouraged to pour their own drinks and there is a "special helper" system which fosters independence and gives older children a degree of responsibility which they appear to enjoy.

Throughout the day staff were observed to be responsive to children's individual needs and a good level of support, interaction and warm and friendly care was evident. There was a relaxed and fun atmosphere.

Six CSSIW parental questionnaires were returned and positive comments about this nursery were made. One parent stated "that my children are developing extremely well and are thoroughly enjoying their time at nursery". It's a great nursery and I would recommend it to anyone moving to this area." The nursery undertook a recent review of its quality of care and additional comments from parents are on their website.

Ten CSSIW questionnaires issued to staff were also returned and no concerns were identified.

No complaints or concerns regarding this setting have been made to CSSIW since the last inspection.

Changes to policies and procedures have been specified within this report as well as good practice recommendations.

The responsible individual and staff team appear to work in the best interests of the children and their families and a nurturing and supportive atmosphere was evident.

**Choice of service****Inspector`s findings:**

Sandringham Nursery provides information for parents to enable them to make an informed decision. A statement of purpose is available together with a detailed information pack for parents.

Sandringham Nursery has a written contract agreed with parents. This sets out the expectations of both parties as to the care of the child, activities provided and business arrangements. Parents confirm by way of a signature that they have received details on Sandringham's Policies and Procedures. Policies are displayed in the foyer.

A website has been established at <http://www.sandringhamnursery.com/> and detailed information on the setting is available on this site.

**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:**

None

## Planning for individual needs and preferences

### Inspector`s findings:

The nursery has a written Settling In policy and information is gained from parents so that individual needs and preferences are identified. Settling in visits continue to be arranged according to the needs of the child and the wishes of the parents. Daily report sheets are used for younger children.

The responsible individual ensures that appropriate action is taken when special needs are identified, and promotes the welfare and development of the child in partnership with the parents and other relevant parties. Natalie Fox is the named special educational needs co-ordinator for this setting. Other staff members have experience of working with children with special needs.

Parents are kept informed about nursery routines and childcare practices through displays on the notice board, regular newsletters and e mails. Parents also have daily dialogue and exchange of information with their child's key workers.

Six CSSIW parental questionnaires were returned and positive comments about this nursery were made. The nursery website also included comments from parents who have expressed satisfaction with the service.

The responsible individual maintains a range of detailed records, a sample of which was audited at inspection. These included medication records, accident records, registers and relevant documentation. The accident records need to clearly record the location of accidents e.g. left arm, right knee etc. Biting instances have been recorded as accidents and should also be recorded as incidents. There is a staff signing in and out sheet which records all times staff are off the premises, including lunch and school pick ups. Two separate room registers are maintained for the upstairs and downstairs areas.

The manager on behalf of the responsible individual has notified the CSSIW of staff changes which complies with the requirements of Schedule 4 of the regulations.

The inspector discussed arrangements for when children are collected late by parents and two staff members should be present on these occasions. It is advised to amend the late collection policy to reflect this.

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

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### Requirements which remain outstanding:

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

### New requirements from this inspection:

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

**Good practice recommendations:**

- The accident records need to clearly state the location of accidents e.g. left arm, right knee etc.
- Biting instances should also be recorded as incidents.
- To amend the late collection policy to reflect that two members of staff would be present on these occasions.

## Quality of life

### Inspector`s findings:

Observations of practice were made at various times during the inspection and these showed that staff were meeting children's individual needs and promoting their welfare.

Staff plan activities and play opportunities using the Desirable Outcomes for Children's Learning before compulsory school age, as defined in the Foundation Phase for Children's Learning and short mid and long term planning is evident. The nursery team have adapted elements of this for the under two's age range. Theme based projects are evident and the current theme is "under the sea". Multi cultural events and themes are also celebrated. Children's artwork and projects are displayed throughout the nursery.

Staff record relevant developmental milestones and make notes on children's progress and these are transferred to individual child profiles a sample of which were audited at inspection. There files contain a good mix of written notes, photos of activities and project work. There is a Welsh speaking member of staff on the team and extended use of the Welsh language is evident.

Children under two years of age predominantly use the upstairs area, which comprises two base rooms and a cot room. The over two's use the three downstairs rooms' one of which is the messy play room/dining room.

There is a well equipped and secure outdoor play area, which includes a planting area which has recently had a solid built gazebo installed. This area was used at various times for outdoor play for the older children downstairs. The Kiddy bus which can seat 6 is used regularly for outdoor trips.

The staff are working towards fully incorporating the outside area into the free flow process which will allow older children to explore activities both indoors and outdoors of their own volition. Storage facilities have been improved to allow children easier access to toys and resources. There is a room planner/timetable for upstairs and downstairs and this continues to be flexible according to the children's interest in the activities.

Activities observed at inspection for the older children included dance and exercise to a DVD and children and staff participated enthusiastically in this. Following this there was a choice of activities including painting and art and craft linked to the current theme. Children also helped staff water the plants outdoors and played with the outdoor play equipment. There was story time; duplo play and water play with a new water trough which was very popular.

The under two's from the upstairs area went out in the Kiddy bus to the adjacent park and on their return they had access to free play activities in their base rooms prior to lunch. Staff provided a range of toys and resources and the base rooms now include more low level displays and mirrors.

After lunch the older children played outdoors and staff were pro active in encouraging children to wear sun hats and use sun cream as it was a hot afternoon. Some children sat in the shade of the gazebo for story time whilst other enjoyed water play with the new trough which had just been delivered.

Throughout the day staff were observed to be responsive to children's individual needs and a good level of support, interaction and warm and friendly care was evident. There was a relaxed and fun atmosphere.

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

Action required	When completed	Regulation number

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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:**

None

## Quality of care and treatment

### Inspector`s findings:

There have been a number of staff changes since the last inspection for a variety of reasons. New staff members appeared to have settled quickly and key workers and their children were seen to be relaxed and at ease with each other. The key worker system appears to be working effectively and is suitably managed.

The nursery has a written Behaviour Management Policy which is agreed by parents. Minor incidents have been recorded appropriately and the management of biting incidents was discussed.

The responsible individual promotes the good health of children and takes positive steps to prevent the spread of infection and appropriate measures when children are ill.

Four members of staff hold a relevant first aid qualification and a training course has been booked for a 5<sup>th</sup> staff member in July. Nappy routines were observed during the inspection and are satisfactory. Sterilisation equipment is available in the kitchen for thorough cleaning of babies' bottles etc. Hand washing routines are satisfactory.

Medication records were viewed. There is a system in place that if the staff administer medication to the child, they do so following written agreement with the parent and with an understanding of the possible side effects of the medication.

The nursery at inspection was clean and tidy and the wet room/dining room is cleaned between sittings. Weekly menus are displayed on a chalkboard in the dining / wet room area, and the cook confirmed that she has been involved in drafting the menus.

The nursery is working towards completing the Gold Healthy Eating Snack Award. Meals are freshly prepared and healthy snacks are offered, and children have access to drinks on a regular basis.

The under twos age group had their lunch in the upstairs base room and staff sat with children and helped with feeding the majority of the group. Some of the older children were encouraged to feed themselves. Individually labelled drinks beakers were also available. The older group had their lunch in the downstairs wet room / dining room and staff sat with children and encouraged good eating habits and gave appropriate support. Lunch was roast chicken with vegetables and gravy, followed by home made flapjacks.

Observations at lunch time showed that older children are encouraged to pour their own drinks and there is a "special helper" system which fosters independence and gives older children a degree of responsibility which they appear to enjoy.

The nursery provides afternoon tea and a fresh fruit snack prior to home time.

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

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**New requirements from this inspection:**

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

**Good practice recommendations:**

None
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## Staffing

### Inspector`s findings:

Staff files were made available during this inspection visit and an audit of these showed that they meet Schedule 2 of the Regulations. The manager stated that they ensure that any new staff who have applied for a Criminal Record Bureau (CRB) check are supervised at all times. CRB checks are processed through the Wales PPA. However there appears to have been delays getting new checks processed and the manager has now registered with CRB in order to process checks on behalf of the setting. It was noted during the inspection that one staff member and the responsible individual's CRB had expired. The manager confirmed by e mail prior to the writing of this report that this had been rectified. Although CRB checks are not portable if new staff have previously had checks completed these should be inspected rather than accepting verbal confirmation of this.

A tracking system needs to be devised to ensure for CRB checks are undertaken every 3 years. The inspector discussed issues regarding difficulties obtaining references for staff and that follow on telephone calls to referees and alternative referees be considered if the need arises.

Sandringham Nursery Ltd employs 9 childcare staff, excluding the cook, 4 staff have level 3 qualifications, and 2 have recently completed their level 3 qualifications but are awaiting certificates. 1 staff member has a level 2 qualification, 2 are unqualified and are about to start a level 3 qualification. The manager and deputy are due to start a level 4 management qualification shortly.

The company is pro-active in encouraging staff to attend professional training. There are systems in place for the induction training of new staff as well as regular staff supervision and appraisal which were consistent with information supplied. New staff members confirmed to the inspector that they have received induction training

Ten CSSIW questionnaires issued to staff were returned and no concerns were identified.

On this inspection there were 9 members of staff present including the manager and cook. The responsible individual was also present for the majority of the inspection. There were 27 children present in the morning, 9 of who were under 2 years of age. Three children were collected from adjacent Marlborough Road School at lunchtime.

Staff to child ratios were not being met for a short period during the morning and the regulatory implications of this were discussed with the manager and responsible individual. This was promptly rectified and staff shift patterns have been adjusted in order to meet minimum staffing ratios as specified in the National Minimum Standards for Day Care Providers. Staff ratios were maintained appropriately over the lunch time period.

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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:**

Although CRB checks are not portable if new staff have previously had checks completed these should be inspected rather than accepting verbal confirmation of this.

A tracking system needs to be devised to ensure for CRB checks are undertaken every 3 years. The inspector discussed issues regarding difficulties obtaining references for staff and that follow on telephone calls to referees and alternative referees be considered if the need arises.

## Conduct and management of the service

### Inspector`s findings:

The nursery has a written operational plan which has been updated. The responsible individual is available for contact by the manager and deputy and attends the nursery regularly. The nursery has a key-worker system.

The responsible individual and staff actively promote equality of opportunity and anti-discriminatory practice for all children. Children are treated with equal concern and individual information on each child is obtained from parents. Multi cultural themes, events and festivals are celebrated and are incorporated into planning of activities.

Sandringham Nursery ensures that effective financial procedures are in place. Appropriate insurance is held and is valid until 31/03/11. A copy of this is displayed in the downstairs area.

A quality of care report following a review of the service was completed in April 2010, and has been made available to parents on the notice board in the entrance hallway. This took into account the views of children, staff and parents and was to a good standard.

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

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### 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:

None

## Complaints and protection

### Inspector`s findings:

Sandringham Nursery has a written complaints procedure which has been revised in order to comply with regulatory amendments. No complaints or concerns have been received regarding this setting since the last inspection.

A written child protection policy is available in which all new staff have received in house training and this was confirmed at inspection. The manager completed an online child protection qualification and has cascaded this training to staff. A staff whistle blowing policy is available.

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### 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:

None

## The physical environment

### Inspector`s findings:

The registered person completed the premises and safety checklist as part of the self assessment documentation for this inspection. The manager stated that regular risk assessments are conducted and recorded and the most recent was in January 2010. Not all the associated documentation was audited at this inspection.

There was no documentary evidence of an annual check of the gas heating system and the manager has since requested a follow on visit from the gas engineer. A copy of the certificate to be forwarded to CSSIW by 30/06/10. Confirmation of the last periodic testing of electrical systems is required to be forwarded to the inspector by 30/06/10. More information on the timescales for this work can be found at [http://www.fixedtesting.com/fixed\\_testing\\_intervals.asp](http://www.fixedtesting.com/fixed_testing_intervals.asp).

The premises are safe and secure and suitable for their purpose. There is adequate space in an appropriate location. The nursery is welcoming to children and offers a range of activities to promote children's development. The nursery occupies all the rooms in a refurbished house. Most of the rooms are available for use by the children; there is a small office. The facilities for the babies are satisfactory.

The nursery is clean and well maintained although some carpets are looking worn and paintwork requires refreshing. The responsible individual confirmed that there is a timetable in place for this work. Confirmation to be provided when these issues have been addressed.

The nursery is equipped to create an accessible and stimulating environment for all the children who attend and more low level visually stimulating displays etc have been provided in the baby rooms. Equipment is well maintained and conforms to safety standards and has been updated since the last inspection. There are displays of children's work and other child orientated displays on the walls.

Positive steps are taken to promote safety within the nursery, and there is a controlled method of entry to the premises and a record of visitors is kept.

The inspector discussed the large paddling pool that is used outdoors. The staff team should consider extra door security methods to ensure that the pool is not accessed by children via the back door. Further advice should be sought from a fire safety officer as this door is part of an escape route. Confirmation to CSSIW of action taken by 30/06/10.

A recent visit by the environmental health department of the local authority highlighted some remedial work which the responsible individual confirmed is in progress. Confirmation of action on these points to CSSIW by 30/06/10. The nursery achieved a bronze standard from environmental health.

### 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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