



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru  
Care and Social Services Inspectorate Wales

## 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

#### Tiny Tots Day Nursery

106a Meliden Road  
Prestatyn  
LL19 8RL

**Type of Inspection – Baseline  
Date(s) of inspection – 25 July and 4 August 2014  
Date of publication – 3 September 2014**

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## Summary

### About the service

Tiny Tots Day Nursery is registered with the Care and Social Services Inspectorate Wales to provide full day care for up to 86 children. The owner and registered person of the nursery Mrs Tina Jones, has run the setting since 1972. This makes the setting with the original owner the oldest nursery in Denbighshire.

The nursery operates in a converted large bungalow which is also the registered person's home. It is situated on the main road on the edge of Prestatyn and is open from 7am to 6 pm every weekday. The children aged 0-2 years are cared for on the upper level, the three year olds on the lower level and the older children in a separate building referred to as the annexe. All of the children have access to the extensive grounds which are divided into interesting areas and include an outside classroom. The nursery collects children from a several local schools. The registered person also operates a small out of school facility at Trelawnyd School.

The nursery holds a gold award for being part of the Designed to Smile. The setting is also part of the Early Years initiatives. They are also involved with the Healthy and Sustainable Pre-School Scheme having successfully passed part one. The nursery staff have attended the Tiny Tums Healthy Eating programme.

The language of nursery is English with some Welsh.

### What type of inspection was carried out?

This was a scheduled, unannounced, baseline inspection where some aspects of all areas of care including the experiences of the children were considered. Two visits were made to the setting the first on 25/7/2014 and the second on 4/8/2014 to observe the children with a visitor who brought a range of animals and reptiles for the children to observe and hold. Feedback to the nursery regarding the inspection was also given on the second visit.

The room focus was the annexe where the older children were attending holiday club. The nursery also has a separate holiday club in Trelawnyd School; however these children were attending Tiny Tots for this holiday so they are included in this inspection.

This report is based upon;

- A knowledge and history of the setting
- Examination of basic records such as registers and information about the children
- Discussion with the owner, managers and staff
- Observation of and speaking to the children on the two inspection afternoons.
- Observation of the fantastic 'creepy crawly' session.

### What does the service do well?

- The children enjoy a range of trips and outings during the holidays for example visiting a shop where they decorated jam jars and then filled them with treats
- Children enjoy care given at premises which are ideal and good use is made of all areas – the room indoors and the enclosed areas outside providing a good variety of activities in particular the outdoor classroom.
- The setting is forward looking and is always alert to improvements to make life better for the children and parents such as extending the range of visits and outings
- The nursery has achieved E Quality Counts a high level 3 Quality Assurance Award

- for achieving exemplary practice
- There is a very consistent staff team who are competent and experienced who provide warm and loving care for the children and work hard to maintain a safe and secure environment for them
  - The children are able to access and care for nursery animals such as the hens.
  - The setting is part of a food co-op for parents that supports the local community
  - The nursery has achieved an Investors in People Award
  - The nursery owner is an assessor for E Quality Counts.

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

- A new chicken coop has been built to enable the children to continue to care for their hens. Children enjoy activities which are fresh and interesting such as the visit by the fire officers with the fire engine and new equipment has also been purchased
- Parents are continuing to enjoy the photos which are uploaded onto the special networking page. Photos of children enjoying activities are also printed and shared with parents in their child's individual record book and are also compiled onto a CD given to each child as a leaving gift
- Both the outside and inside areas continue to be upgraded to provide a stimulating environment where children can learn through play.
- Relationships with children's homes and families continues to be a strength of the nursery for example Ted (teddy) went to Afghanistan and the children were involved in packing food parcels to send over to the soldier who was looking after Ted.
- The nursery has also taken part in both Wales in Bloom and Britain in Bloom.
- The impact of the indoor environment has been considered and steps taken to make the annexe more child friendly by having a more neutral background space
- New non slip flooring has been laid which looks very fresh and clean and is better for the children to enjoy activities.

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

There are no areas of non compliance identified as a result of this inspection.

The following two recommendations were discussed with the registered person:

To ensure that risk assessments for outings contain specific details about the activity to be undertaken on the visit.

To consider the salt and fat content when serving a snack tea.

## Quality of life

Children enjoy a very good quality of life when being cared for by the nursery. All the children were very busy and played happily throughout the inspection visits and it was good to observe the children relaxed and comfortable in the setting with the staff.

Parents and children are treated with great respect and have a voice. Parents are able to influence the way their children are cared for initially through completing registration forms which include information about the child's likes and dislikes. This information is updated regularly and parents and the nursery keep each other well informed both verbally and by text messages and also by information on the special nursery networking page. Children were observed to be listened to during the inspection and encouraged to express themselves by chatting happily with the staff. It was clear that the staff knew the children in their care very well because their preferences were respected and they could choose where they wanted to play, either outdoors or indoors.

Children have opportunities to learn, be active, and are positively occupied. There was a good variety of activities planned for the holidays for the children to choose from both indoors and outside. The range of activities was exceptionally well suited to the varied age and stage of development of the children present. Children were encouraged to do things for themselves as appropriate, for example selecting items to play with. Children learn to share and play together as boundaries are set that encourage confidence and self esteem through the completion of activities and lots of praise for their achievements.

Children's physical needs are met through a variety of games and activities and walks and visits. Children's good health was promoted in a variety of ways for example the premises were clean and tables were wiped and children reminded to wash their hands before they ate. The local Environmental Health department have given the nursery a Level 5 award indicating that food is hygienically prepared and stored. Children can be cared for in the event of an accident as the staff have current first aid certificates. The nursery menu has been devised with the help of Tiny Tums dieticians and a healthy diet is promoted and nutritious meals and snacks are provided including fruit and vegetables often that the children have grown themselves. The out of school children have a slightly different menu and the setting should consider amounts of salt and fat in the snack tea.

Children experienced warmth, attachment and belonging whilst in the nursery and during the inspection the children present were spoken to kindly and cuddles were given when appropriate particularly when observing the tarantula. Children were encouraged to play and interact with each other, thus forming strong relationships. All children were valued and treated with kindness. Their opinions and views were taken into account and it was pleasing to note how sensitively the staff dealt with and encouraged the children to hold or stroke one of the exotic animals and make the most of this superb learning experience. Positive ways were used to manage the behaviour of the children and they all behaved extremely well because they experience a caring ethos in the nursery.

## Quality of staffing

Parents can be assured that children are cared for by very confident and competent staff members.

During the inspection the children were comfortable to go to staff when they wanted something or just to chat and the staff had a good rapport with the children. Staff interacted well with small groups and individual children. The staff members displayed an understanding of child development and spoke to the children at their individual level of understanding and responded to their needs in a timely manner

The staff anticipated their needs and met them promptly, giving reassurance and plenty of cuddles when the children were looking at the animals.

The children were well known to staff and each child was treated according to their characters and abilities. The staff displayed good communication skills with the children and they are well trained, having achieved many qualifications and attend regular training.

Children and parents can rely on staff who are motivated by regular support and training. This is sustained due to regular staff meetings, supervision and appraisals being meaningful. Staff stated that they feel valued as they have daily contact with the registered person and consider that they are listened to. Courses and training is on offer to the staff as the managers find relevant training for staff to attend. This makes staff feel valued and encourages personal development in the field of child care and ensures a professional workforce.

Children are cared for by staff who are happy in their work and want to make a difference to the lives of the children and their families. Close relationships are fostered between the staff and the children for whom they care. Children enjoyed a relaxed and happy atmosphere because the staff coped very well caring for them. The children enjoyed plenty of attention during the inspection and staff and children were observed to chat readily and the children clearly felt safe and secure. There were plenty of activities, toys and games available both indoors and out and children were highly enthusiastic as staff joined in their fun.

## Quality of leadership and management

Children receive care from leaders and managers who are organised and manage the business well.

There is a brochure for parents which has plenty of information required. The ethos and principles of care stated are matched in reality and all relevant information, including the web site and social networking page are updated regularly. The needs of the children and the preferences of the parents are respected and met by the nursery. Members of staff are given various areas of responsibility and are supervised well and nurtured to develop effective child care skills.

The care given is consistent and reliable and many parents have used the services of this nursery for many years. Parents are offered a questionnaire to make written suggestions, and give their opinions about the care offered and they can also make verbal comments and give feedback that links in to the annual review of the quality of care. Parents also verbally share ideas such as different venues for outings, indicating that the child care is a partnership with parents.

Parents can be confident that the registered person and managers are aware of, and meet with legal requirements. All staff have a DBS (previously CRB) clearance, the setting fully meets the National Minimum Standards for Regulated Child Care and the Child minding and Day Care Regulations (Wales) 2010 and the CSSIW certificate of registration is also available. The registered person and managers are keen to avail themselves of as much information as possible on the internet and though courses such as child development; and research about child care and health and safety in order to ensure they provide the best care and keep up to date with current thinking.

## Quality of environment

Children are cared for in an environment which is safe and secure. Good use is made of the various areas, for example a group of the children stayed inside for activities whilst others played outside.

The rooms used were light, airy, fresh and clean. The environment provided a sense of reassurance and familiarity, whilst still being a stimulating place as the main play rooms and other areas were set up permanently for the children's care, play and education. Children could feel that they belonged there as samples of their work and photographs were displayed. During the inspection the children were clearly very much at ease and free to enjoy the toys and games in the nursery. Children including those from Trelawnyd Fun Club knew their way around and where things were. They could do things independently when appropriate and helped themselves to toys and games because things were within their reach. The staff all helped children as needed and encouraged them to be enthusiastic and get the most from the toys and activities available. Outside there were safe and secure enclosed areas offering a variety of learning experiences and opportunities for the children to play.

Children's needs were met and they were able to thrive because there were a sufficient variety of toys, games and equipment to support them. Happy busy children were observed using items which were in very good condition.

Children and parents can be totally assured that they are safe from strangers entering the premises as the door is kept firmly locked. Any visitors who are not recognised by staff will not be allowed entry into the nursery until the registered person or one of the managers can vouch for them. Personal information about the children is kept securely. Parents can be confident that the premises too are physically safe as observation during the inspection showed that there were no health and safety issues because the health and safety manager completes written risk assessments. Although these consider what potential hazards might be and how best to manage the risks, they do not contain sufficient specific details about the activity to be undertaken on outings.

**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.

- **Focussed 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 focussed 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.