



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

Noah`s Ark Nursery

Tabernacle Lane
Narberth
SA67 7DE

Type of Inspection – Focussed
Date(s) of inspection – 4 September 2014
Date of publication – 30 October 2014

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Summary

About the service

Noah's Ark Nursery (Pembrokeshire) Ltd was originally registered in March 2010 to provide full day care, and is currently registered to care for up to fifty three children under eight years old at any one time. An out of school and holiday club is also operated by the service, which is located in a renovated chapel, in the town of Narberth. The service operates from Monday to Friday between the hours of 7.30 am and 6.00 pm through the medium of both Welsh and English.

Hayley Barnett is both the responsible individual and person in charge for the setting.

What type of inspection was carried out?

This was a scheduled, unannounced, focussed inspection which looked at the quality of life for children attending this service. One unannounced visit was made to the service on 4 September 2014.

The methodology used during the inspection:-

- Discussions with the person in charge and staff present during the inspection
- Observation of the activities taking place and the interactions between staff and the children present
- Discussions with two parents / carers
- Analysis of the previous inspection report and information provided to CSSIW since the last inspection
- Analysis of the Statement of Purpose
- Analysis of SASS documentation provided to CSSIW in May 2013
- Viewing a sample of documentation, including children's records, information provided to parents, staff files, visitor's book, parents feedback and the last quality of care review report
- Observation of two children using the Short Observational Framework for Inspection (SOFI). The SOFI tool enables inspectors to observe and record life from a child's perspective; how they spend their time, activities, interactions with others and the type of support received.

What does the service do well?

- The ratio of qualified staff exceeds national minimum standards
- Children's health is promoted through the nursery's participation in the Designed To Smile scheme, and through completion of all levels of the Healthy and Sustainable Pre-school National Award Scheme
- The service has gained the Eco Schools green flag award
- Parents are offered a range of ways to stay in touch with the nursery, including Facebook which allows them to make contact at a time that suits them
- Children are provided with sensory experiences as regular "messy play" opportunities are provided
- The service has gained the Quality for All award from a recognised provider organisation.

What has improved since the last inspection?

- A large colourful mural has been painted on the walls of the outside play area

- The duration of the holiday play provision has been extended, and also includes weekly trips out to local attractions.

What needs to be done to improve the service?

We found no areas of non compliance with The Child Minding and Day Care (Wales) Regulations 2010.

Quality of life

Overall, we (CSSIW) found that children are cared for by relaxed, enthusiastic staff in a nurturing, stimulating environment, where they enjoy a range of play activities which promote their development.

Children experience appropriate, responsive care from carers who have an up to date understanding of their individual needs and preferences. We saw that detailed information had been obtained from parents prior to children starting at the nursery, with a well-designed "All about me" form ensuring that staff were aware of the children's health and development, routines, family and pets, likes and dislikes, familiar / favourite toys, stories, songs, and how they liked to be comforted. We were informed that each child had an allocated key worker, and saw that they took responsibility for ensuring that any additional or change of information was recorded, and for completing the child's developmental progress record. We observed staff unhurriedly taking time to exchange information (using daily diaries) with parents / carers as the children arrived and left, and we saw that the information gained was used to inform their interactions with the children (e.g. in conversations about family members and activities undertaken by the children, when not at the nursery). We also saw staff working co-operatively together to work out why one child did not want to eat their lunch, initially offering alternative foods, then acting on the suggestion of one staff member to try using a plate rather than a bowl (which resulted in the child happily eating the meal).

Children are active, positively occupied and stimulated as a full programme of activities is followed during the day. We observed the children taking part in a range of activities which enhanced their learning through play. This included, (for the older children, aged 2 years and above), a colour recognition activity which was undertaken in Welsh and English, story time, board games, a visit to the large soft play area on the ground floor and song time, developing numeracy, language and motor skills. We observed the younger age group playing with a range of toys suited to their age and stage of development, and enjoying nursery rhymes / action songs and messy play. Examples of activities previously undertaken were displayed on the walls, including an autumn collage with bilingual labelling and "messy play" hand prints.

Positive behaviour is promoted and rewarded within the setting, formally, through the setting's "golden rules" which were displayed on the walls of the main playroom, and the system of "sticker" rewards. We saw that staff ensured that every child was given specific and relevant praise, with an "owl sticker" (which the children were very pleased to receive). Informal praise and encouragement was also freely given, as children were praised for listening, kindness and helping, whilst also being gently reminded to share with each other and to use "walking feet".

Children experience warmth and are able to develop attachments and a sense of belonging. The service's statement of purpose evidenced that parents were encouraged to stay with their children initially, to help them to settle and build relationships with staff. We observed staff to speak kindly to the children, to show interest in what they had to say, and to show affection. Children under two years old were mainly cared for within their own area, with staff who were familiar to them. We saw them being spoken to gently, cuddled frequently, and promptly soothed, if upset.

Quality of staffing

This inspection focussed on the experience of children using the service and their quality of life at the setting. CSSIW did not consider it necessary to look in detail at the quality of staffing on this occasion because:-

- The majority of staff members were appropriately qualified and experienced
- Appropriate child / staffing ratios were seen to be in place
- Staff were seen to be working as a team

However this theme will be considered during future inspections.

Quality of leadership and management

This inspection focussed on the experience of children using the service and their quality of life at the setting. CSSIW did not consider it necessary to look in detail at the quality of leadership and management on this occasion because:-

- The registered provider / person in charge was a suitably qualified and experienced individual
- Documentation seen during the inspection was in good order
- A system of quality assurance was in place

However, this theme will be considered during future inspections.

Quality of environment

This inspection focussed on the experience of children using the service and their quality of life at the setting. CSSIW did not consider it necessary to consider the quality of the environment on this occasion because:-

- Children were seen to experience a bright, colourful, stimulating environment
- Standards of hygiene and cleanliness were seen to be satisfactory during our visit
- The safety of the children was maintained through the service's "locked door" policy, password system, electronic surveillance and use of a visitor's book
- A wide range of age appropriate toys and play materials was seen to be available to the children.

However, this theme will be 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.

- **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.