



## Inspection Report

**The Flowers Day Nursery**

**145 St. Helens Road  
Swansea  
SA1 4DE**



**Date Inspection Completed**

23/05/2023

## About The Flowers Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	The Flowers Day Nursery Limited
Registered places	32
Language of the service	English
Previous Care Inspectorate Wales inspection	21 November 2022
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

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## **Summary**

This was a focused inspection, and, on this occasion, we only considered well-being, care and development and leadership and management.

Overall, children are settled and happy at this nursery. They are forming positive attachments with the staff, and they interact confidently with one another. Children have opportunities to make choices and decisions about what they do at the setting. They play alongside each other and are learning to join in and co-operate well.

Staff have a suitable understanding of children's individual needs and their development. They ensure children are safe and they manage behaviour effectively. However, staff do not always support children's experiences effectively at the setting. We have made some recommendations, which can be found at the end of this report.

People who run the setting respond and take action following inspection. They are committed to making improvements to ensure they comply with the regulations and national minimum standards. However, some improvements are needed to improve outcomes for children and therefore we have made some recommendations which can be found at the end of this report.

## Well-being

As this was a focused inspection, we have not considered this theme in full.

Children have a suitable voice and communicate confidently. For example, they asked staff for resources and told them they did not want certain foods at lunch time. Children have some opportunities to make choices and decisions about what affects them. Their opinions and interests are considered. Children discuss with staff what they would like to do next from a few activities outside. For example, read a story, play hide and seek or play with the musical instruments.

Most children are happy and settled; and show enjoyment at the setting. They are forming good bonds of affection with staff. Some children look to staff for reassurance, whilst others happily engage with visitors. For example, some children confidently introduced themselves to us. Children are beginning to form friendships and are becoming familiar with routines.

Interactions between children are positive, they are keen to share and discuss ideas. We saw children engaged in play activities together, sharing resources whilst singing and dancing outside in the garden. Children listen to prompts from staff to share and wait appropriately.

Children are interested in their play and learning. They engage with activities and resources of their choice, which adequately support their sense of achievement and self-esteem. Children have suitable opportunities to learn and develop through the experiences they have access to.

## Care and Development

As this was a focused inspection, we have not considered this theme in full.

Staff are kind and generally keep children safe and healthy. Staff we spoke with know and understand how to follow the settings' policies and procedures for safeguarding children. For example, they confidently explained the procedures they would follow if they had any concerns regarding the children in their care. We saw during this inspection that staff have a good system for recording accidents and incidents, and report on them to parents and carers. Staff consistently follow the setting's hygiene procedures, for example when changing nappies and when feeding and serving food.

Staff fully understand the behaviour policy and implement consistent positive behaviour strategies for the children. They praise good behaviour and offer encouragement when children try to do things for themselves. For example, "Well done! Good trying! You are very independent!" Staff ensure children move from one area to another safely. However, these changeovers are not always time effective, as children spend an extended amount of time waiting to go to the next routine. For example, children wait to go and wash their hands; they then wait until everyone has finished lunch before they have fruit. Then they wait again for everyone to finish so that they can go back and play.

Staff have a clear understanding of children's individual abilities, likes and dislikes. They plan activities based on the children's interests. Staff confirmed that directed activities are provided in both the indoor and outdoor environments, however we did not see any of the directed activities included in the planning, available to the children during our visit. Staff plan opportunities for children to access physical play regularly, which improves their health and well-being. For example, children have daily access to the outdoor play areas. However, this is not always balanced with children's individual needs. For example, after a significant period playing outdoors, some children became cold. When children expressed this, staff said they would get their coats. However, the children had to wait until ratios allowed another staff member to go and get them. We heard staff using incidental Welsh throughout the inspection visit, as well as encouraging children to count and sing in Welsh.

## Leadership and Management

As this was a focused inspection, we have not considered this theme in full.

People who run the setting do so in a way that mostly meets the regulations and National Minimum Standards. However, the Responsible Individual had not notified Care Inspectorate Wales (CIW) of a significant event in line with regulations. This was rectified during the inspection. They maintain the required documents and records to run the setting safely; ensuring they are clear and well kept. However, not all documents were made available at the inspection, but they were forwarded following our visit. People who run the setting have reviewed and updated their Statement of Purpose during the inspection and it now accurately reflects the service that they provide.

People who run the setting follow a safe recruitment process and have satisfactory systems in place to update suitability checks as required. Most staff are experienced and are suitably qualified. They have opportunities to attend training courses and have up to date certificates for safeguarding, first aid and food hygiene. Some staff told us they are happy at work and enjoy working as a team to support each other. However, some staff told us they do not always feel supported or listened to by some of the people who run the setting. We raised this during the inspection as an issue which needs addressing internally, to ensure constructive feedback is consistently considered. The Responsible Individual ensures that staff receive appropriate supervisions and appraisals, however they need to be regular and more meaningful. Following the inspection visit, the Responsible Individual has implemented new processes to ensure staff feel valued and supported.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

National Minimum Standards	
Standard	Recommendation(s)
Standard 7 - Opportunities for play and learning	Provide balanced opportunities for indoor and outdoor play to ensure children's individual needs are always met.
Standard 5 - Records	Ensure all documentation is available to view at inspection.
Standard 21 - Notifications of significant events	Ensure Care Inspectorate Wales are notified of significant events in a timely manner.
Standard 13 (Day Care) - Suitable Person	Ensure the people who run the setting draw upon and value care staff feedback through regular supervisions and appraisals.

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

Best Practice
Recommendation(s)
Ensure that transitions between routines are streamlined and more time efficient.



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