



Inspection Report

Early Learners Day Nursery

**Tots Corner
13 Dyserth Road
Rhyl
LL18 4DW**



Date Inspection Completed

30/08/2023

About Early Learners Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Early Learners Ltd
Registered places	43
Language of the service	English
Previous Care Inspectorate Wales inspection	15 March 2023
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	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

As this was a focused inspection, we have not considered the themes of care and development, environment, and leadership and management in full.

Many children are listened to, and most are happy at the setting. They interact appropriately with their peers, enjoy their play, and have some appropriate opportunities to develop their skills.

Most staff engage appropriately with the children and offer support and comfort to those who are upset. Staff encourage children to develop a range of skills. However, children's behaviour is not managed consistently and there are times when some children's individual needs are not met.

There are some appropriate procedures followed to keep the environment safe. However, the setting's main entrance to the building is not secure, and some other hazards are overlooked. Staff provide children with age-appropriate resources and plenty of access to the outdoors. But some toys and equipment are not in an appropriate condition and some areas of the building are not clean enough.

Despite making some improvements, leaders do not comply with all relevant regulations and do not meet all National Minimum Standards. Three priority action notices have been issued which require urgent action.

Well-being

Many children are listened to, and most choices are respected. Children select resources and equipment from around the room and follow their own lead. They offer suggestions for stories and songs which are taken into consideration. Children in the holiday club draw and paint pictures of their own choice and are responded to positively when they request to do other activities such as getting out puzzles or making dough. Older children share their ideas for future themes and topics which we heard being discussed on the day.

Most children feel a sense of belonging and are happy. They know the setting's routines which helps them feel secure. They wash their hands before lunch, know to put the toys away at tidy up time and older babies find their own mats before going off to sleep. Most children have bonds of affection with staff they are familiar with, and this helps them feel settled and relaxed. Most children are developing relationships and are forming friendships.

Most children interact and co-operate appropriately with their peers. They complete floor puzzles with their friends and are learning to wait for their turn to do painting. Older children support the younger children well. For example, they hold their hands to help the younger children balance outdoors and ask if they are enjoying their games. Most children listen well to staff and with a little support, they are learning to use good manners.

Most children are busy focused on their tasks and enjoy their play. Children in the holiday club enjoy being given the freedom to create a castle out of junk modelling and pre-school children feel proud when they make butterflies out of paper. Children enjoy extended periods of child-initiated play as well as being excited to join in with adult led games. However, sometimes children become distracted if games have not been fully thought through. For example, some children lost interest in searching for coins outside, as there were not enough coins hidden for the number of children collecting them.

Children have some appropriate opportunities to develop their independence. For example, they are developing their self-care skills by tidying toys away, feeding themselves, and beginning to manage their own toileting needs. However, children are not given enough opportunities to develop their independence at mealtimes, which was given as a recommendation at the previous inspection, in March 2023.

Care and Development

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

Most staff talk to the children in a warm, calm manner. They offer comfort to children who are upset and support those who ask for help. Staff show children how to use their cutlery properly at lunchtime; they help children build on their number skills by helping them count coins, and staff gently encourage children to sleep when they are tired. Staff provide appropriate opportunities for children to hear the Welsh language by reading stories, singing songs and counting.

The ability to promote and make proper provision for the welfare of children, was identified as a regulatory failing at the previous inspection. This has been addressed in the baby room by leaders introducing new systems to ensure staff know the children's individual routines. Staff interact well with babies and maintain an appropriate balance between engaging with them and carrying out cleaning duties.

Pre-school staff meet most children's individual needs and promote most children's welfare. They provide a range of play opportunities which support children's development and builds on their natural curiosity. However, staff do not manage children's behaviour consistently. For example, we heard a child being spoken to in a way that was not developmentally appropriate or respectful, which resulted in poor outcomes for the child. Behaviour management was also highlighted by Estyn during the monitoring visit in July 2023. Sometimes staff do not offer appropriate support to more reserved children to help them engage with activities. These issues are having an impact on children's health and well-being and placing them at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address the issues.

Environment

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

Leaders have some appropriate measures in place to ensure the environment is safe. However, some hazards are overlooked, and others are known but have not been identified/managed in the setting's risk assessment. These are having an impact on children's health and well-being and placing them at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address the issues.

Some aspects of the premises are not fit for purpose. For example, the setting's main entrance is not secure which poses a risk of unauthorised persons potentially entering the building as well as children potentially leaving the setting. Leaders do not ensure all toys and resources are in an appropriate condition. This was discussed at the previous CIW inspection, in March 2023. The responsible individual told us she is in the process of purchasing new resources through a grant. The holiday club area is clean. However, some resources and some areas of the building are dirty, such as soft furnishings and flooring. The outdoor area is spacious, but it is untidy, and some areas are overgrown with weeds. The cleanliness of some resources was discussed at the previous CIW inspection, in March 2023. These issues are having an impact on children's health and well-being and placing them at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address the issues.

Some aspects of the premises are suitable for children. For example, the layout and design promote independence with children helping themselves to a variety of resources and equipment. Staff provide daily outdoor play opportunities for all age groups to get fresh air and develop their physical and gross motor skills. Many toys engage children.

Leadership and Management

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

The atmosphere of the setting is warm and welcoming. Leaders are working together to make some improvements. However, sometimes progress is not made swiftly enough, and leaders do not always notice areas requiring improvement, themselves.

The person in charge, who is also one of the responsible individuals, informed us she was unaware she needed to inform us of significant events, which is required by regulations. However, before the report was written we received a significant event notification from the responsible individual(s).

Since the last inspection, the responsible individual(s) have addressed two of the three areas for improvements. Staff files had been improved but some files still had documentation missing. However, before the report was written, we received all missing documentation. Staff files are now complete and meet our regulations. Leaders have improved the way staff supervision is carried out and recorded. There have been no significant improvements against the three recommendations given at the last inspection. Leaders do not comply with all relevant regulations and National Minimum Standards and are not always fully aware of their regulatory responsibilities, resulting in priority action notices being issued.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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
25	The registered person must ensure that unnecessary risks to the health and safety of children are identified and so as far as possible eliminated.	New
37	The registered person must ensure the premises is secure from unauthorised access, suitability furnished/equipped, clean and reasonability decorated.	New
20	Ensure leaders consistently promote and make proper provision for the care, welfare and treatment of children.	Not Achieved

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
N/A	No non-compliance of this type was identified at this inspection	N/A
29	Ensure all staff, who look after children, receive regular and appropriate appraisal and supervision.	Achieved
28	Ensure there is full and satisfactory documentation to evidence staff are suitable to work at the setting.	Achieved

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)
	No NMS Recommendations were identified at this inspection

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