



## Inspection Report

**The Flowers Day Nursery**

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



**Date Inspection Completed**

31/05/2022

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## 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	
Is this a Flying Start service?	No.
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

## **Summary**

This was a focused inspection and therefore we have not considered all the themes in full.

Overall, children are happy and settled at The Flowers Day Nursery. Children are forming positive attachments with staff and interact with one another confidently.

Staff provide a range of activities that meet children's individual need and abilities. However, people who run the setting do not ensure they follow the relevant safeguarding procedures. This is a serious cause for concern and as a result we have issued an urgent priority action notice. Details are summarised at the end of the report.

The premises are safe and secure, and staff generally provide a suitably clean and well-maintained environment.

People who run the setting work effectively with staff to provide a caring and calm environment for the children. However, they do not ensure that their policies and procedures are fully implemented and that all staff members are aware of their content.

## Well-being

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

Children express themselves confidently and have opportunities to make choices for themselves. For example, children decide what resources they want to play with and where they want to play. They are forming positive attachments with staff as they are comfortable to approach them for reassurance and comfort.

Children behave well and are learning to share appropriately. Younger children play happily alongside each other and share resources. Children engage well and show interest in their play. For example, children are curious and smile as they play with equipment in the tuff tray.

Children interact with one another confidently and enjoy each other's company. They engage with staff and smile and laugh with each other whilst playing.

## Care and Development

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

Staff plan a range of appropriate activities for the children's ages and stage of development, including activities to support their imaginations and curiosity. For example, by providing a variety of sensory and craft activities alongside more structured activities. Staff provide children with opportunities to have a free choice of activities, with a selection of areas of learning and resources that children can access independently.

However, people who run the setting have not ensured that all staff are aware of their safeguarding responsibilities. They have not ensured that an appropriate child protection policy is in place that clearly sets out the correct procedures to follow when there is a safeguarding concern. We consider these to be serious matters and have issued two urgent priority action notices. However, since our visit, people who run the setting have taken appropriate action and have reviewed, updated and implemented a comprehensive child protection policy and undertaken relevant safeguarding training.

## Environment

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

Staff ensure that the setting is clean and safe and provide children with a suitable space to explore. Staff ensure that resources are of a good quality and appropriate for children's ages and stages of development. People who run the setting ensure that children have access to natural materials to explore and play with, including dried cereal for sensory play and a selection of wooden toys. A suitable selection of resources is available in each playroom for children to access and choose from independently and these are appropriately stored within children's reach.

## Leadership and Management

Overall, people who run the setting work effectively with staff to provide a caring and calm environment for the children, who are happy and settled. However, they do not ensure that their policies and procedures are fully implemented, and all staff members are aware of their content. For example, people who run the setting do not have an appropriate complaints policy in place that contains the relevant information and clearly sets out the procedures to follow. We have not issued a priority action (non-compliance) notice on this occasion as there is no immediate or significant risk to the children. We expect the responsible individual to take action to rectify this and we will follow this up at the next inspection. Since our visit, the responsible individual has reviewed and updated their complaints policy to ensure it is compliant and clearly reflects the appropriate steps to follow.

People who run the setting ensure the adult:child ratios are maintained but the records kept do not clearly show this. However, since our visit, they have implemented new record sheets to ensure they accurately reflect the times that each staff member cares for which children. People who run the setting do not consistently complete accident and incident records. As this is a serious matter, we have issued a further priority action notice in respect of this. People who run the setting maintain some required records, for example the staff files include the necessary information. However, they do not ensure that appropriate care plans are in place for relevant children. As this may impact on outcomes for children, we have issued a priority action notice and expect the provider to take immediate steps to address this and make improvements.

Since our visit, people who run the setting have reviewed and updated their policies and procedures to ensure they accurately reflect the service they provide. The responsible individual has informed us that staff are revisiting the revised policies to ensure they are familiar with the procedures. However, during our visit, we found that people who run the setting had not followed the necessary disciplinary procedures. We have not issued a priority action notice on this occasion however we expect the registered provider to take action to rectify this and we will follow it up at the next inspection.

## **Recommendations to meet with the National Minimum Standards**

R1. Ensure that there is a Designated Safeguarding Lead in the absence of the Person in Charge.

### 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
30	The provider is not compliant with regulation 30 because they did not routinely complete an accident and injury record after noticing an injury to a child.	New
24	The provider is not compliant with regulation 24 as they do not have sufficient care plans in place for relevant children.	New
9	The Flowers Day Nursery Limited is not compliant with regulation 9 because they have not ensured that the responsible individual has the required knowledge and training to safeguard children. They must ensure that the responsible individual undertakes training that ensures they have the knowledge to fully protect children in the event of suspicions or allegations of abuse or neglect.	Achieved
22	The Flowers Day Nursery Ltd does not have a suitable safeguarding policy in place that meets all aspects of the regulation and ensures procedures to	Achieved

	safeguard children are clear and easy to follow. They must revise and update their policy to ensure it supports them to fully protect children and meets regulations.	
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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.

<b>Area(s) for Improvement</b>		
<b>Regulation</b>	<b>Summary</b>	<b>Status</b>
29	The registered person is not compliant with regulation 29 because they have not followed an appropriate disciplinary procedure in order to ensure children's safety and well-being.	New
32	The provider is not compliant with regulation 32 because they do not have a compliant complaints policy in place.	New

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