



Inspection Report

The Treehouse Day Nursery

**The Treehouse Day Nursery
289 Chester Road Oakenholt
Flint
CH6 5SE**



Date Inspection Completed

05/08/2022

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About The Treehouse Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered places	45
Language of the service	English
Previous Care Inspectorate Wales inspection	18/2/19
Is this a Flying Start service?	Yes
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.

<u>Well-being</u>	Good
<u>Care and Development</u>	Good
<u>Environment</u>	Adequate
<u>Leadership and Management</u>	Poor

For further information on ratings, please see the end of this report

Summary

Children are happy and settled and have opportunities to take part in interesting and stimulating activities. They make some choices about how they spend their time and interact well with their friends, those caring for them and visitors to the nursery. Children make progress in all aspects of their learning and development.

Many staff have a good understanding of how to keep children safe and healthy. A few are newly qualified or apprentices and are led by suitably qualified role models. All staff provide safe and nurturing care. They plan to provide an interesting variety of activities and are thinking ahead to implement new approaches in line with the new 'Curriculum for Wales'. Staff keep suitable records of children's progress and support children as they transition through the nursery and into school.

The indoor environment is clean, bright, and welcoming. Outdoor play areas require further development to make them interesting and stimulating. There is a suitable range of indoor and outdoor resources to promote children's all-round development, however these are not all accessible to the children.

People who run the setting provide inconsistent support to staff. They do not always ensure a suitable number of responsible individuals and managers are on site. On occasions, they bring in relief staff to ensure staffing ratios are met but they do not always ensure that they undertake appropriate suitability checks for these staff. We issued an urgent priority action notice in relation to nominating a person in charge to run the nursery and obtaining documentation to evidence the suitability of relief staff. People who run the setting encourage staff to keep up to date with mandatory training and produce comprehensive and robust policies and procedures for the nursery. They work well with parents, however recent challenges regarding recruitment and the closure of one of the rooms have meant parents have been disappointed when changes have been made.

Children have some opportunities to make decisions and choices. Activities are usually set out for them, and children are encouraged to join in with the activities which are suggested. Children are invited to paint pictures and play outdoors with the wooden blocks. Babies have more choice and are encouraged to explore items laid out on a mat for them. Children express themselves well and chat about what they are doing when driving their pretend car and play in the glittery sand. Babies use non-verbal cues which are acted on immediately, they point to things they want and start to cry and are reassured when they see a stranger in their room.

Children are happy, feel valued and enjoy being in the company of others. They form positive friendships with children in their room and occasionally meet up to play outdoors with others. Knowing other children and staff members helps them to feel safe, secure, and content. Children benefit from consistent care; babies are closely monitored by their keyworker. Children follow routines well and settle quickly when it is time to go to sleep. Children develop a sense of belonging as they become attached to staff members and are pleased to see their artwork and photographs displayed in their rooms.

Children share spaces and resources well. They take turns and are polite.

Children enjoy their play and learning. They build structures with the large wooden blocks outdoors, paint and explore the glittery sand in trays. Sensory resources are available for all ages and a mixture of wooden and plastic toys sustain children's interest. Children of all ages benefit from having books read to them, most children were able to play outdoors at some point during the day.

Children learn self-help skills and are encouraged to carry out tasks independently, which help prepare them for transitions to other rooms and into school. Children help themselves to drinking water throughout the day and wash their hands independently after using the toilet.

Care and Development

Good

Many staff have a good understanding of their roles and responsibilities to keep children safe and healthy and have been at the nursery for several years. All receive regular safeguarding and first aid training and implement the setting's policy and procedures should they have concerns about a child. Relatively new staff and trainees know who the safeguarding lead is and understand who to approach if they are not available. All rooms have a lead supervisor. Staff record accidents and incidents appropriately. They ask parents to sign completed forms and provide a copy of the document when they speak to them. Staff provide healthy snacks and meals and ensure drinking water and milk are readily available. However, snacks are sometimes placed directly onto the table not served on plates. Staff follow robust systems to manage food allergies and individual preferences. Staff and children are reminded of emergency evacuation procedures when taking part in fire drills and are shown posters which are displayed around the nursery.

Staff interact appropriately with children. For example, they are responsive, warm, kind, and gentle with children and engage in conversations with them. Children approach many of them with ease and are familiar with them. Staff support babies well when they are worried, for example a few babies were not sure when we entered their room and sought comfort and reassurance from those caring for them. Staff promote good behaviour positively by praising children when they see them doing something which pleases them. A few staff are very skilled in distracting children and babies. They use gentle tones and get up close to children, showing an interest in what they are concerned about. Behaviour at the nursery is therefore good, with children showing an interest in what they are doing and rarely disruptive.

Staff promote children's learning and development through play-based learning. They plan a range of activities that appeal to children's interests. Activities are predominantly adult led with a selection of resources being presented to children instead of providing a continuous provision which they can explore independently. Staff share their observations and information about individuals learning with parents and carers. Welsh as a second language is promoted well in some rooms; staff use simple words and phrases and sing rhymes and songs with children.

Environment**Adequate**

The environment is safe and provides sufficient space for children to play and learn. All areas indoors which are used by the children are suitable and well maintained. People who run the setting have reduced the number of rooms currently in use to three, to ensure staffing ratios are met. People who run the setting ensure there are detailed and relevant risk assessments in place for the premises, and activities off site. There is a handrail in place at the bottom of the stairs, where a hazard has been identified. Routine maintenance checks have been undertaken for the central heating and hot water systems. However, procedures in place to prevent unauthorised access must be improved as we were not asked to sign a visitors log when arriving.

The environment is clean, bright, and spacious. Children access some toys and resources with ease, but they tend to play with what is set out for them, this hinders their independence. We have identified the need to make all resources more accessible to children indoors and outdoors, through a well-resourced continuous provision. Free flow access to the outdoors is only available in the toddler room. The outdoor area is extensive and has secure boundaries. Grassed and tarmac areas provide for different types of play. Several trees provide suitable shade in summer months. Sleep areas are suitable, with cots, buggies and sleeping mats used. The nursery has a separate kitchen, office, staff room, storage, and messy play areas.

A good selection of toys, many new, were being used in the rooms, however resources could be used more widely within the nursery to benefit the children. For example, outdoors there were playhouses, water and sand troughs, a mud kitchen and sturdy plastic kitchen unit, but none had any utensils or play items to be used in or with them. Water troughs contained only a small amount of water which was not clean, sand boxes were empty, and playhouses were being used for storage. Each room has suitably sized table and chairs or floor mats and areas in which to leave personal belongings. There are a suitable number of toilets and wash hand basins in the nursery, and nappy changing units in the baby room. Liquid soap and paper towels are easily accessible, except in 'Tweenies' where the towels were available only in their room and not in the toilet facilities.

Leadership and Management

Poor

Leadership and management of the setting is currently inadequate. The responsible individuals do not fully involve themselves in the running of the nursery. When they are absent, they do not ensure staff left in charge of the day to day running of the nursery are suitable to do so. They have not notified Care Inspectorate Wales (CIW) when managers change, or new staff are recruited. When relief staff have been employed, they have not followed procedures to check their suitability. There have been several staff changes due to a reduction in numbers of children attending, resignations from managers and absences due to sickness. The responsible individuals have struggled to recruit suitably qualified staff recently but are confident the current staff team is capable and competent. Several persons in charges (PIC's) were nominated during the inspection to ensure adequate numbers of relief staff in the future. An urgent priority action notice was issued in respect of nominating suitable staff to manage the nursery. There is a clear statement of purpose providing parents with accurate information about how the setting runs and good systems in place to inform them of any changes, however updated versions had not been forwarded to CIW. Detailed policies and procedures are in place and are being reviewed by the current managers to include for example, the Additional Learning Needs Act and implementation of the new Curriculum for Wales.

People who run the setting have delegated the process of reviewing the quality of care at the setting to managers. The review is underway with additional audits being carried out. An action plan was provided during the inspection. This document covers all aspects of the operation of the nursery and is being considered along with the national minimum standards and regulations. Managers are considering the impact of the new Curriculum in Wales and purchasing authentic real life and exploratory play resources.

People who run the setting value their staff. Staff files are up to date for most staff, however three staff members redeployed to assist in the absence of the responsible individuals and persons in charge did not have staff files specifically for the nursery to evidence their suitability before employment started. An urgent priority action notice was issued in relation to evidencing the suitability of these staff members. Disclosure and Barring Service checks were applied for immediately and references and certificates to evidence their qualifications were provided for examination. These staff were not caring for children during the inspection and thereafter, they were supporting staff members and overseeing administrative tasks. For example, one staff member was office based, another undertaking supervision meetings with staff and auditing resources. The nursery has its own closed social media platform where parents and staff exchange comments and share photographs. This platform is closely monitored, with the responsible individuals preferring parents to approach them if they have any concerns. There is a suitable policy and procedure in place for parents and staff to raise concerns. Extensive records are kept of communications and where a response has been required, the responsible individuals have ensured procedures were followed appropriately.

People who run the setting continue to have good relationships with parents and keep them informed of changes. The persons in charge and room leaders provide daily feedback to parents when they collect their children.

Recommendations to meet with the National Minimum Standards

R1 Ensure all visitors to the nursery sign the visitors book,

R2 Ensure staff have an opportunity to attend behaviour management training which includes how to manage biting incidents,

R3 Consider how children of all age groups can access the outdoors when they want to,

R4 Ensure all policies and procedures are updated, in particular, following the 'Additional Learning Needs Act' and in considering the impact of the new 'Curriculum for Wales' on planning and resourcing the nursery,

R5 Ensure children are able to access all play and learning resources when they choose to do so, to promote independence and child led play, and

R6 Ensure paper towels to be used after children wash their hands are available in the toilet facilities and not in their base room.

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
15	The Registered persons had not provided CIW with an updated statement of purpose since 2017. No statement of purpose was provided with the self assessment of service statement in August 2021. No recent changes had been updated on the statement of purpose, CIW were not notified of a change in manager/person in charge. No update statement of purpose was received.	New
31	The registered persons have failed to notify CIW of their absence from the setting, any changes in persons in charge and staff.	New
7	The registered person had not appointed a person in charge, to oversee the running of the nursery from Monday 25th July 2022. The registered person must ensure a suitable person is appointed and that CIW	New

	are informed of any change in staffing.	
28	The registered person had not ensured three members of staff transferring from another nursery to care for children at The Treehouse Day Nursery, were suitable to do so. The registered person must ensure there is full and satisfactory information available, to confirm the suitability of these three childcare workers.	New

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

Ratings	What the ratings mean
Excellent	These are services which are committed to ongoing improvement with many strengths, including significant examples of sector leading practice and innovation. These services deliver high quality care and support and are able to demonstrate that they make a strong contribution to improving children’s well-being.
Good	These are services with strengths and no important areas requiring significant improvement. They consistently exceed basic requirements, delivering positive outcomes for children and actively promote their well-being.
Adequate	These are services where strengths outweigh areas for improvement. They are safe and meet basic requirements but improvements are required to promote well-being and improve outcomes for children.
Poor	These are services where important areas for improvement outweigh strengths and there are significant examples of non-compliance that impact negatively on children’s well-being. Where services are poor we will take enforcement action and issue a non-compliance notice.

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