

Summary of e-Quality Counts Assessment

Name of Setting	Red Balwn Coch Day Nursery			
e-QC Number	eQC10126			
Address	Circle Way East Llanedeyrn Cardiff CF23 9PZ			
Date of Assessment:	30/11/2017			
e-Quality Counts Section	Not Met	Level One	Level Two	Level Three
1: Management				✓
2: Staff				✓
3: Observation & Reflection to Inform Practice			✓	
4: Care, Learning & Development				✓
5: Environment				✓
6: Outings & Visitors				✓
7: Equality & Inclusion				✓
8: Safeguarding Children				✓
9: Partnerships with Parents/Carers				✓
10: Nutrition, Serving Food & Oral Health				✓
11: Health & Safety				✓
12: Babies				✓
13: School Drop off and Collection Service				✓
14: Out of School Care	Not provided at the setting			
15: Students				✓
Overall e-Quality Counts Level Achieved	Level 3			
Date	07/12/2017			

Level Achieved	Accreditation Status
Level 1	Indicates a setting achieving a level of quality above the national standards
Level 2	Indicates a setting achieving a high level of quality
Level 3 (Highest)	Indicates a setting with exemplary practice

Assessment Feedback

Assessor's comments to include areas of strength and areas to be developed within each section

AWARD e-QUALITY COUNTS AT LEVEL 3

Section 1 – Management

Red Balwn Coch has a clearly defined and effective management structure with strong leadership from the settings manager and proprietor. Self-regulation is evident to promote quality of care and learning throughout the nursery. The management team offers a hands-on approach to all aspects of the nursery. Senior staff have their own areas of responsibility such as SENCO, Health and Safety. Safeguarding and fire wardens are in place. Staff meetings take place on a regular basis and minutes are recorded.

The nursery is a member of the National Day Nurseries Association and keeps up to date with changes and developments within the sector. Clear policies and procedures ensure effective guidelines for members of staff and the families that use the setting and are reviewed annually. Risk assessments are completed both inside and outside of the setting which include quality reviews in order to maintain a safe environment for the children in their care.

There is a comprehensive business and development plan in place which is updated annually and action plans to aid and sustain the running of the setting. The nursery market the nursery well with professional documentation giving parents an informative view on the care and education on offer to help them to make a decision as to the setting they choose for their child. The website includes research on useful information in Working in Partnership with Parents. In addition to this the nursery uses an electronic system to communicate with parents on a daily basis. The nursery has been awarded 'Investors in People' which is supported by a comprehensive training plan in place for their staff.

Any changes in policy and procedures are relayed to staff and parents through meetings and minutes viewed.

Comprehensive staff and children's files are kept and are reviewed regularly. Staff files show continuous commitment to training. Observations and quality reviews are carried out regularly maintaining and improving the quality of provision of the nursery.

Occupancy is good and is served by the local community. The nursery is keen to look for funding opportunities to improve resources for the services that are offered and also local children who benefit from its support.

Use is made of a computer system and software to support the nursery in delivering its role as an effective and viable provider.

Section 2 – Staff

There is a very thorough and safe recruitment and selection process in place with clear job descriptions and specifications for all positions

Effective induction processes are in place. Staff are encouraged to contribute to ideas and review policies.

There is an appraisal process in place. Effective systems monitor staff attendance and ensure staff returning to work after illness or maternity leave are supported.

80% of staff are qualified to a level 3 and others are working towards this. The manager has a relevant level 5 qualification and also holds management qualification. The team have been trained in paediatric first aid and food hygiene have been delivered to the whole team. The manager has developed strategies for staff meetings which ensure the team is developed in a democratic manner. The management clearly recognises its well qualified and highly committed staff as a key strength. Throughout the nursery photographs are used to offer parents information on staff members. Staff receive feedback from the management team in order that their work is valued and supported.

Children experience language through the medium of Welsh and English. Staff wear red balloon badges to identify Welsh Language speakers and Green balloon badges for those who speak English.

Children are consulted in relation to staff that are to be employed and their views are taken into consideration when candidates are being appointed. There are stringent training opportunities in place for the delivery in foundation phase at this setting however a recommendation was made for staff working with the under two age range to access more training in this area. I am aware that this has already been investigated via the NDNA.

The management and staff are extremely welcoming to parents and visitors, they are confident and enthusiastic in providing good quality provision to the children in their care.

Section 3 – Observation & Reflection to Inform Practice

Observations are regularly carried out to measure all aspects of quality within the nursery. Practitioners are confident to identify individual needs of the children in order to complete their learning journeys. Activities and observations are well documented. Evaluations and further development plans were seen and comparison to the Welsh Guidelines were used in order to maintain good practice. Spot checks and evaluations carried out by staff to managers were seen and it is evident that the management and staff are confident that self-evaluation is important to establish and maintain positive but reflective practice. This was evident as the manager was observed during my visit in supporting a member of staff who was working with a child with mobility development.

All information is recorded and passed on throughout the nursery for smoother transitions for the child to settle and have their needs clearly met. This aids confidence and self-esteem for the child which was evidenced during my visit.

Section 4 – Care, Learning & Development

Through observation of the day of assessment, it is evident that the nursery has caring and friendly staff team that put the needs of children first. As well as delivering the Foundation Phase structured activities, the staff supply a variety of child-initiated play opportunities linked to the Playwork Framework and Characteristics. Staff observe and gather information to plan each child's area of development. Observations are collated in key worker folders along with photographic evidence. These are shared with the child's parent's. There is a strong ethos of linking with parents and gathering observations and achievements from home. The nursery offers a good mix of child-led and adult-led activities. Staff are confident in reading to the children and the use of the Welsh language. One child counted up to 50 confidently, also telling me what colours are in Welsh and English. Children were observed in an activity relating to the film 'Frozen' where there was use of icing sugar, sugar cubes and light blue colours. The children were creating a structured building to house the frozen characters. The staff and children were engaged in describing the scene and extending vocabulary. Children have Yoga lessons every week and thoroughly enjoy the experience.

There is an ethos of promoting children's positive behaviour and the nursery has recently developed a promoting 'British Values' where children have been engaged in the understanding of positive relationships and respecting others.

There is an outdoor garden area which is in the process of being further developed to provide extra learning experiences for the children. A canopy has been ordered to block out the sun.

The nursery operates a good transition programme from room to room. All children are supported throughout their transition with parental support and staff settling into the next stage of their lives. There are excellent relationships formed with the school where the staff take and collect the children from the nursery. The children were seen to be happy and content, while speaking to me about what was going to happen that afternoon when they arrived at school. The foundation phase is very strongly adhered to in the nursery but there was a gap in relation to the under two-year olds which was discussed during my visit. The Nursery Manager identified this and has already made plans for staff to attend a course on 'Working with Babies'. There is a strong emphasis on attachment and bonding with keyworkers and the 0-2-year old's and this was evident during my visit. There is also a second keyworker named in order that the babies have further security.

Dignity and respect were seen to be given to the children when they were being changed or taken to the toilet. When a child needed their nose wiped, the staff member gently called the child and said that she was going to wipe the child's nose. Older children are encouraged to be independent and they help with scraping their plates after use and also composting and recycling.

Staff are supported by policies and procedures to support parents maintaining and promoting children's health by recording appropriate health information and administering medication appropriately when required. The nursery also has been awarded 'Design to smile' and 'Gold Standard plus' award for health and dental awareness.

Section 5 – Environment

The nursery is a detached reconverted two-story house which has recently been given funding to improve its decoration which has been undertaken. Funding has also been given for the further development of the outdoor play area.

The entrance is secure and welcoming with information for parents on view, and inspection reports are available for parents to read. It was interesting to see the positive feedback from both staff and parents of how they view the nursery on display. The downstairs area comprises of a baby play room split into two rooms, in addition a wet area room for messy play and a cot room where the babies sleep in cots and low beds. A changing area for babies is located out of reach of onlookers but where staff can carry out their duties in a dignified way for the children. A small milk room for the preparation of bottles is located within this area but out of reach of the children. It was noted on the day of assessment that the temperature felt rather cool in the baby room play area. I could see that this area is the only area that is used as a thoroughfare for older children to gain access to the garden. It was recommended that the temperature was monitored.

There is a well laid out kitchen where the cook prepares the meals and snacks for the day. The kitchen has achieved a level 5 from the food standards agency for its hygiene ratings. There is a staff toilet and wash basin on this floor also. Upstairs there is an office and two other rooms for 2-3 and 3-5 age group children. There are appropriate toilet and changing facilities on this floor also an adult toilet. The rooms are well laid out with areas for play and rest. The rooms are light and airy with adequate storage of all materials and equipment. Children were able to display their work on a level that they could reach and celebrate their achievements.

Section 6 – Outings & Visitors

The nursery has systems in place for outside visits using a reputable coach company when these take place. Visitors to the nursery contribute to children's learning and development in safe situations. These include dental health workers, representatives of children's charities, Road Safety Personnel and Cooking Skills Wales. There is much evidence of Community partnership in this nursery where staff and children support local charities and have raised money to support local children in the area.

All risk assessments are carried out and outings are evaluated to ensure the needs of the children are met. There was a policy on visitors in a file that I saw, but it was recommended that one could be put on display at the entrance of the nursery so that visitors are clear on the start of the visit what is expected of them. Children had use of High Visibility safety waistcoats and were easily identified upon exiting the nursery. Policies were clear on staff actions in the event of a lost child but it was recommended that parents are reassured that the Police have been informed.

Section 7 – Equality & Inclusion

The nursery has very effective procedures in place and excellent support from the proprietor who is a qualified Educational Psychologist, who ensures training for Managers and staff are in place. One parent spoke to me about the staff who supported her in applying for a statementing process to go through, which was identified earlier and were instrumental in gaining the support needed and also applying for one to one funding. This parent stated that she does not know how she would have coped without the staff at Red Balwn Coch.

Managers and other staff were seen to be actively engaged in promoting certain children to reach their full potential during my visit. Staff engage with external agencies to ensure that children receive the expertise help that they need. One child in particular was receiving support for hearing and language which resulted in his concentration skills needing to be further developed. The child sat by the table engaged in an activity that was totally absorbing him whilst carrying out the activity from beginning to end.

Section 8 – Safeguarding Children

There is a strong safeguarding ethos throughout the nursery, with comprehensive policies in place. Up to date details and telephone numbers are displayed and procedures for secure record keeping and information sharing are in place. Designated persons have received appropriate training. All staff are given basic safeguarding training whilst on induction and all staff have received training in safeguarding. The manager has a level three safeguarding training certificate, and safe recruitment training. The staff were confident and understand who to report their concerns to and they have confidence in their managers in their duty of care and management to follow through concerns efficiently. The Manager is also the designated person who is responsible for e-safety and also a duty of care to her staff. Staff and parents are kept informed of changes in the safeguarding policy and procedures and are encouraged to offer feedback and comments. The nursery has been actively engaged with external agencies in the safeguarding of children.

Section 9 – Partnerships with Parents/Carers

Warm and respectful interactions between staff and parents were observed throughout the day. An initial enquiry was dealt with politely and informatively. Excellent information provided for parents through their website. 'Apps' are available to parents to upload information and dates with reminders for parents when they are

at work. Staff are aware of the importance of recognising that the parents are the child's 1st educators and they support this as was evident on the day of my visit. Complimentary statements were made about the 'homely setting where parents can contribute to policies, procedures and menus. Statements such as "100% goes into the children in their care" "The nursery was highly recommended to me" "Care was amazing, I was put at ease". The nursery has their own Facebook page and the rating of the parents stated 4.9 out of 5.

There are excellent noticeboards giving parents health and parenting.

The Proprietor offers consultations to families to help with the best outcome for their children. Families donate to fundraising activities to support the local community.

Section 10 – Nutrition, Serving Food & Oral Health

This nursery achieved a level 5 in its Food Standards Agency rating. As part of their ongoing quality assurance they seek regular feedback on the meals and snacks provided from the parents and the children. There are two people employed on a shared basis and both hold appropriate qualifications.

The kitchen has a good audit trail of cleaning and monitoring of routines and the staff fully implement these into their working day.

Breakfast, dinner and tea with snacks are offered which are balanced and include a low sugar and salt content. Plenty of fruit and vegetables are included in the menu. Children's dietary needs are met and alternatives look similar. When mealtime approached children were called to sit at the table and children were observed helping to serve food/snacks. Staff sat with small groups of children. Manners and good eating habits were encouraged and from my observation this has been implemented from that start. Water and milk is served throughout the day and children are able to help themselves to water at any time. Children had their own cups which were labelled with the child's photograph. Oral hygiene is carried out within the nursery and has been awarded from 'Designed to smile'.

Section 11 – Health & Safety

A comprehensive health and safety system is in place at the nursery with all staff aware of their role within health and safety. All staff are trained during induction. Staff are also aware and take part in the writing up of risk assessments, and knowledge of evacuation procedures. All rooms are well lit and lighting is available in hours of darkness. Curtains are fitted safely and are not at children's levels.

The nursery offers age appropriate toilets which are clean and tidy. Good practice was observed during toileting as children were encouraged to independently use the toilet and wash their hands. The cleaning and laundry cupboard was tidy and there was a structured rota system in place for laundry routines.

Staff wear an appropriate uniform and suitable footwear to maintain children's safety. Personal protective equipment is provided for food handling and hygiene care. Notices displayed inform staff and visitors of the procedure for the emergency evacuation of the building. Fire assembly points are identified. The nursery carries out their fire drills regularly. Contingency plans are in place in case of emergencies.

The nursery records all accidents and incidents and carries out post-incident analyses. Waste disposal is carried out appropriately.

Section 12 – Babies

Staff within the baby room environment were warm, caring and friendly. Support and guidance is offered to all staff. It was noticed that the nursery promotes a secondary keyworker in place in order that a child does not become upset or stressed during break times or absenteeism. Praise and encouragement was observed during the day and support for children to enable them to feed themselves was given. Both verbal and non-verbal interaction was observed throughout the day. All children under the age of two provision have the opportunity to sleep on demand but after the lunchtime routine are encouraged to have a nap and rest. Younger babies are able to sleep on demand. Sufficient blankets and bed linen is provided to all children. Even though the staff were checking and signing to say that they were checking on the babies, it was discussed with the manager that a member of staff could be put on the rota to sit with the babies whilst they were sleeping. I am aware and have seen this rota which has changed the practice within the nursery.

It was recommended that the baby room staff receive updated training with working with babies in order to promote further development in experiential learning. I do believe that the Manager has been in touch with NDNA in relation to the staff undergoing this training. It was observed during the afternoon that the babies engaged in messy play with icing sugar and blue coloured liquid. These activities were labelled and displayed appropriately.

Section 13 – School Drop off and Collection Service

Very good relationships with the local school and children wear High Visibility jackets when the children walk to the local school with appropriate ratios of staff. Registers, transitions and inductions for children were clearly written. Upon speaking with the children, it was clear that the transitions that have been undertaken have been effective for the children to feel secure and confident going to their next stage in life. This event was seen to be well organised throughout the process. Parents stated that this service has been a 'Godsend' to them.

Section 14 – Out of School Care

This type of care is not provided at the setting.

Section 15 – Students

Systems are in place in relation to expectations of the nursery and also guidance on induction which includes health and safety for students. I spoke with a student on placement during the assessment who told me that this is her second time attending this placement. The student demonstrated a calm but warm manner and said that she felt fully supported here. The Manager keeps good records on student's progression and keeps in touch with College Personnel to gauge student progress.



Students have been employed at Red Balwn Coch after completing their training. The Deputy Manager was once a student on placement herself in the past.