



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru  
Care and Social Services Inspectorate Wales

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**Children and Families (Wales) Measure 2010  
Child Minding and Day Care (Inspection and Information for Local  
Authorities) (Wales) Regulations 2010  
The Child Minding and Day Care (Wales) Regulations 2010**

# Inspection Report

**Newry Juniors Ltd  
9 - 11 London House  
Boston Street**

**Holyhead  
LL65 1BW**

**Type of Inspection – Post Registration - Baseline  
Date(s) of inspection – Wednesday, 14 January 2015  
Date of publication – Tuesday, 10 February 2015**

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## Summary

### About the service

Newry Juniors is situated in the town of Holyhead and was registered by Care and Social Services Inspectorate Wales (CSSIW) in March 2014 to provide full day care for a maximum of 40 children under 8 years at any one time.

The nursery provides care for children aged 2 -11 years old and is open from 7:30am – 5:30pm, Monday to Friday for 49 weeks of the year. The setting cares for pre-school children and also offers an afterschool and holiday club service.

Children's care is provided from four main rooms/areas and there is also a small enclosed outside play area to the rear of the nursery. The primary language used is English but learning and use of the Welsh language is encouraged through play. On the day of inspection we were able to verify that this happened in practice as staff were heard to use both English and Welsh in their interactions with children.

The Responsible Individual and person in charge is Alexandria Louise McGinn and in her absence there is a named deputy manager.

### What type of inspection was carried out?

This was a scheduled, unannounced post registration baseline inspection which considered the quality of life, quality of staffing, quality of leadership and management and the quality of the environment.

This report is based on:

- the history of the provision since registration
- ten returned CSSIW parent questionnaires
- three returned CSSIW staff questionnaires
- discussion with one parent during the inspection
- discussion with staff members
- review of the setting's Statement of Purpose (September 2014) provided on the day
- review of the parent information booklet provided on the day
- observation of the activities, interactions and procedures on the day
- staff update information leaflet (December 2014)
- inspection of some documentation to include three staff files, five children's individual information, the attendance register, staff rota and fire drill record.

### What does the service do well?

- Children benefit from being cared for in a spacious, well maintained, welcoming environment.
- Staff know the children and families well and consequently children receive personalised and individual care.

### What has improved since the last inspection?

This was the first baseline inspection following registration.

### **What needs to be done to improve the service?**

No non-compliance notices were issued but the responsible individual was reminded of the need to inform CSSIW of any changes made to their statement of purpose and any staff changes.

The following positive practice recommendations were made:

- To include a version number on the statement of purpose to ensure it is clear which is the most recent and up to date document
- To risk assess the hand rail leading in to the after school club room
- To consider displaying the child's photograph as well as their name when individual work/ achievements are presented on the nursery wall / 'Watch us Grow' tree.

## Quality Of Life

Children are secure and happy in their environment. They have choice, are listened to and receive responsive care from staff members.

Children are treated respectfully and their views valued. During lunch time one child asked whether they could help and the staff member responded promptly and positively, saying 'of course you can'. The child was then able to share out the cups.

When a child asked for 'seconds' the staff member brought the serving dish to the table and allowed her to serve herself. The nature of the communication between staff and children was mutually respectful with many 'thank you' / 'you're welcome' being heard.

Children have opportunities to learn and develop skills. In keeping with the procedure at the sister nursery, a clear approach exists in this setting to assess children's continuing development. An example of a 'Learning Journey' booklet was viewed, which is a combined assessment record and treasure /memory book, recording an individual child's progress. The booklet sampled was completed fully and gave good evidence that staff know the children well. An example of the pre-school daily routine displayed in the reception area and included in the parent information booklet evidenced that there is a lot going on during the day with a varied programme of adult led activities to engage and keep children positively occupied. There are also scheduled opportunities for free play activities and to ensure a balance between child and adult led activities. We were advised that the children who attend the after school club have complete choice and control over how their time is spent at the setting.

Children are helped to remain healthy because positive health practice is promoted. The Designed to Smile activity (where children are encouraged to brush their teeth once a day at nursery) was very well delivered. We observed it to be purposeful, engaging and meaningful for the children with the link clearly made between the task and the outcome achieved with staff fully engaging with, and participating in the activity with the children. The week's menu planner was displayed in the reception area and seen to provide children with varied and healthy mealtime options. Hot meals are prepared in the sister nursery (Newry Nursery) which has achieved the highest Food Hygiene rating 5 and transported to Newry Juniors. On the day of inspection the children were seen to enjoy cottage pie followed by sponge and custard. A choice of fruit juice or water was available to drink. On the day of inspection, although the period of outside play was not directly observed by the inspectors, parents can be assured that children were given the opportunity to spend time out of doors.

Children have good interactions with carers and the care provided promotes children's confidence, sense of security and belonging. Lunch time was a sociable occasion with staff sitting with the children, chatting to them and constant praise and encouragement could be heard during the length of our visit. The children were seen to be confident of positive and responsive care from staff. They approached staff to show them things, to talk to and ask questions. The children clearly had a sense of ownership of the environment; they were truly sociable and assured and confident enough to query our presence and purpose. This was very heartening and reassuring to see.

## Quality Of Staffing

Children have a good relationship with the staff caring for them and parents can be confident that the care received is provided by a motivated and competent staff team.

Parents experience good communication and engagement with staff. The parent responses received advised that the nursery keeps them informed regarding their children's care and activities in a number of ways to include daily communication diaries, personal activity books, staff feedback, displaying the weekly schedule and advertising on their face book page. A newsletter provides an update regarding recent and planned developments to include the forthcoming themes and events. We were also advised that plans are in place to launch a new website soon. One parent explained that in her view the nursery provided a service that went over and above what standard places would provide. She described the setting as a 'family and not just a business' and that the care provided for the children by the staff and management is also extended to being 'very supportive of families and parents.' She spoke glowingly of the very individual care and attention her daughter received that she felt originated in the nursery having 'a genuine interest in what she does'. Keeping parents informed about routines and practices is positive as it both respects their primary responsibility for their children and contributes to developing a shared understanding of children's individual needs.

The staff team at the nursery consists of nine individuals to include the person in charge and the named deputy manager. The staff team is well qualified with six members of the team having gained relevant child care qualifications at level 3 or above. Some of the team are very experienced and our observations on the day evidenced that they work well together. The responsible individual explained that staff will rotate between this setting and its sister nursery as and when required and that they have additional staff to ensure that this practice does not impact on their ability to maintain the required staffing ratios at all times. This arrangement is explained and shared with parents in the most recent newsletter.

The three completed CSSIW staff questionnaires indicated that all respondents had received induction, felt they received sufficient guidance from managers and were confident in their ability to raise concerns with managers. The staff files also evidenced that the respondents had received individual supervision sessions.

Children therefore benefit from being looked after by knowledgeable staff who in turn work in an environment where there is a structured performance management process and monitoring of training needs and opportunities.

## Quality Of Leadership and Management

There is a clear vision for the service emphasising the promotion of a home from home environment, active promotion of children's development and partnership with parents.

A culture of partnership with parents is fostered with good information sharing systems in place. A copy of the most recent statement of purpose and parent information booklet which were provided on the day were reviewed. The information provided is clear, comprehensive and well presented enabling parents to make an informed choice about the child care service provided by the setting. The only minor amendment required is to change the contact telephone number for CSSIW to the new number which is 0300 790 0126.

The setting was registered in March 2014 and is not yet required to produce its first annual quality of care review report. The need to produce this report was discussed with the responsible individual and she was able to evidence that arrangements had already been made to gain the children's views regarding their experience of the care and activities at the nursery. Staff had ensured that the younger children's comments were recorded on the relevant questionnaires. This was very positive to see and evidenced that there is a willingness to learn from children and a commitment to monitor the quality of the service provided.

The three staff files sampled showed that they are maintained in an organised manner and contained the required regulatory information. The files, along with the separate training and qualifications information and discussion with the responsible individual evidenced that four of the staff team hold current Paediatric First Aid training certificates with another two staff booked to attend training later in January 2015. This number of qualified staff is sufficient to meet the regulatory requirement and the related good practice standard if the staffing rotas are managed appropriately. The staff update information leaflet dated December 2014 refers to "all of our staff are qualified First Aiders". On the basis of the information available to us on the inspection day we could not verify this statement.

Five individual children's information records were viewed and apart from the records relating to two individual children where details of individuals allowed to pick up children and days /times of attendance were absent, they were compliant with the regulatory requirements. The children's attendance register and staff rotas were seen and a three week sample checked which showed that the nursery was compliant in relation to child: adult staffing ratios. Children therefore benefit from appropriate adult supervision because the ratio of adults to children conforms to best practice.

## Quality Of The Environment

Children are cared for in a bright, clean and safe environment which is suited to their needs.

The internal physical area provides a rich environment for play. The rooms available include the base room for the pre-school children, a large and spacious room for the after school club and an additional pre-school play room housing the home corner and a separate home work / ICT area. During a normal school day, the pre-school children are able to use the after school room as a dining area and a play area for free movement activities. All areas viewed during the inspection were light, clean, colourful and well-decorated.

The cleanliness of the setting was further supported by the questionnaire feedback from parents, with no health and safety issues identified and some of the comments referring to the 'fantastic premises' and the 'pristine cleanliness'.

The after school room is well resourced with a large, sumptuous sofa to enable the children to relax in the reading area, larger sized tables and chairs, an interactive white board and three individual console games with linked televisions where the children can sit on colourful modern cushioned seats to play their favourite games. The resources available indicate that considered thought has been given to meet the individual needs and preferences of the wide age range of children who attend.

Children's sense of ownership of the environment is promoted by a gallery of their own art work on show in the pre-school room, their individual photographs on display in the pre-school and after school club and their individual achievements placed on the 'Watch us Grow' tree.

There is a small outside area to the rear of the premises but the responsible individual advised that although this area is available, the nursery is very committed to take the children out of the setting on a daily basis and make the most of the facilities available in the local area to include the beach, park and the library. Photographs displayed in the pre-school room evidenced an off-site visit to a nature reserve where the children enjoyed collecting twigs, feeding the ducks, looking for small animals and splashing in muddy puddles.

Safety is promoted within the setting as the system for managing access to the premises was followed on the inspectors' arrival as we were asked to sign the visitors' book. CCTV is also installed in all areas to ensure that children's safety is further promoted.

Evidence was provided confirming that current public liability insurance cover is in place. The fire drill record was viewed and showed that since their registration in March 2014 one fire drill practice had taken place in November 2014. The nursery may wish to consider undertaking more frequent drills given the young age of the children as they may benefit from more frequent practice.

The child accident file evidenced that all accidents are accurately recorded and contain detailed information. All the entries sampled were dated and included the required staff and parental countersignatures

## How we inspect and report on services

We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.