Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Meithrinfa Ogwen Cyf.

Meithrinfa Ogwen, Carneddi Bethesda, Bangor, LL57 3RU

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The inspection visits for this service took place between 10/06/2026 and 18/06/2026

Service Information:

Operated by:	Meithrinfa Ogwen Cyf
Care Type:	Children's Day Care
Registered places:	41
Main language(s):	Welsh
Flying Start service:	Yes
Receive funding to provide early years part time education:	No
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Adequate
Care & Development	Adequate
Environment	Adequate
Leadership & Management	Poor

Summary:

Children have opportunities to make choices and decisions about what affects them. They enjoy directing their play and follow their interests appropriately. Children are familiar with the daily routines and approach staff with ease to make their requests. They interact positively with one another and those caring for them. Children are engaged in their play and are developing their independence appropriately. They enjoy a selection of suitable opportunities indoors and outdoors and can also relax and have quiet times.

Staff are gradually developing their understanding of their role and responsibilities to keep children safe and healthy. However, improvements are required in some areas of their practice. Staff know children well and have a warm approach to care giving. They plan interesting play and learning activities for children.

Leaders ensure the environment is clean and safe. They make sure toys, resources and equipment are of good quality and children can access these with ease. Leaders have improved the outdoor area creating a variety of experiences for children to develop their physical skills and learn about the natural world.

Leaders work hard and are committed to providing children with appropriate experiences. They have built positive partnerships with parents / carers. However, significant improvements are required in leadership of the service to meet regulations and standards.

Findings:

Well-being — Adequate

Children are confident communicators and express themselves well. For example, children enjoyed showing the activity about a caterpillar and took delight in telling us the story. Younger children enjoy showing staff their new shoes and this led to a lively conversation. Children make choices, follow their interests and direct their play appropriately.

Children settle quickly as they are greeted in a friendly way by staff. They are familiar with the daily routines and show how they wash their hands before mealtimes and re-cycle their food waste after eating. Children approach staff with ease to make their requests and staff respond to them in a timely manner.

Children are learning to share, take turns and co-operate appropriately. They share the craft resources and enjoy showing one another their creations. Children enjoy taking turns to pull out the props from the story time bag and co-operate well to tidy up their toys. They enjoy the social occasion of mealtimes and sit at the table maturely, practicing good manners.

Children are active and curious learners. They enjoy a variety of tabletop puzzles and threading activities. Younger children enjoy caring for their baby dolls and show how they place them in a buggy for a walk. Children enjoy practicing using their senses, for example, younger children have fun walking across sensory floor pads while older children immerse their hands in soil and water to make mud pancakes. They are developing their imagination and role play skills appropriately as they create a hospital scene with a variety of props. Children enjoy being active and fully engage in outdoor play. For example, children enjoy bathing their baby dolls with lots of bubbles and practice their balancing skills walking across wooden beams.

Children are developing their independence skills suitably. They enjoy quiet time in the outdoor reading corner. They pour their own drinks and sustain concentration while stretching elastic bands around different pegs to make a design. Children are doing most things for themselves with positive encouragement from staff.

Care & Development — Adequate

Staff are gradually developing their understanding of their role and responsibilities to keep children safe and healthy. They encourage children to eat healthily, and fresh drinking water is readily available throughout the day. Staff encourage children to play outdoors regularly to develop their physical skills in the fresh air. They encourage children to wash their hands after using the toilet and before mealtimes to develop their personal hygiene practices appropriately. Some records show that staff conduct regular fire drills but records are not consistent and therefore the process is not always fully embedded and consistently maintained in line with National Minium Standards.

Not all staff are fully familiar with their responsibilities of always providing vigilant supervision of children and they are not consistently following best practice guidance effectively. For example, during lunch time staff were aware a child had over filled their mouth with food but took no action. Leaders intervened to support the child to eat. Staff place younger children in buggies to sleep which is not in line with best practice guidance. Outcomes for children require improvement because the responsible individual has not ensured all staff provide vigilant supervision of children, especially during lunch time, and are not consistently following best practice guidance for younger children. We expect the provider to make improvements.

Staff record accidents and incidents consistently and these are signed by staff, parents / carers to evidence they have been informed. They have not ensured all pre-existing injury forms have been acknowledged by parents / carers. Staff do not complete all medication forms accurately or fully to include information about what medication is being administered and the reason. Outcomes for children require improvement because the responsible individual has not ensured staff complete medication records accurately to make sure medication is administered correctly. We expect the provider to make improvements.

Staff know children well and have a warm and friendly approach to care giving. They encourage children to be kind to their friends and encourage them to share, take turns and co-operate. Staff have created an inclusive environment and respond to all children's needs in a sensitive and responsive manner.

Staff plan interesting activities for children and encourage children to be active and curious learners. For example, staff led a fun yoga session, and the story time activity encouraged children to fully participate. Photographs show children enjoying various arts, crafts and music activities to celebrate cultures and festivities. Staff raise children's awareness about their local area for example; they visit the library to explore books and go for walks to visit the community garden.

Environment — Adequate

Leaders make sure the environment is welcoming and clean. There is sufficient space, both indoors and outdoors for children to move around freely and develop their play and learning independently.

Leaders ensure there is an appropriate system to manage access to the setting, and visitors are asked to record their attendance. They make sure the public liability insurance is up to date and general health and safety checks have been undertaken. Leaders make sure staff complete regular cleaning routines, and most infection control procedures are implemented suitably. Leaders have organised a welcoming reception area, this is attractively decorated with photographs of staff, children and their families. Leaders make sure relevant information is presented on display boards and shared with parents / carers.

Leaders have completed a variety of risk assessments, and these have been reviewed annually. However, these risk assessments do not fully capture all the changes made to the environment and the activities children participate in. For example, leaders have not fully considered the risk assessment for sleep provision for children under the age of 2 years. Not all sleep equipment is in line with current best practice guidance for younger children. Staff do not always ensure they follow current infection control procedures when changing children's nappies to reduce risk of cross contamination. For example, staff did not always use PPE correctly and did not wash their hands. Outcomes for children require improvement because the responsible individual has not reflected on the whole setting in the risk assessments to fully identify and evaluate potential hazards for children and has not ensured all staff follow current infection control procedures. We expect the provider to make improvements.

Leaders have made positive improvements to the indoor and outdoor play areas. The layout of the play area indoors promotes children's independence appropriately enabling them to access toys and resources with ease. There is an assortment of recycled and natural resources available to promote children's curiosity. There are ample toys, good quality resources and domestic style furniture, suitable for the ages cared for.

Leaders make sure they raise children's awareness of wider cultures and have decorated areas with multi-cultural greetings and provide a variety of related resources such as dolls, books and small world figures. Leaders ensure children's artwork and photographs of the local area are attractively displayed; this shows children their efforts are valued and creates a sense of belonging. They make sure books are organised appropriately, inviting children to take interest and read them.

Leaders have improved the outdoor play area and as a result this sparks children's curiosity and interests. There is a broad range of equipment to develop their physical skills such as climbing apparatus, slide and balancing equipment. Leaders make sure children have opportunities to practice using their senses and develop their gardening skills. For example, there is a lovely garden with scented herbs and areas for children to plant flowers, grow vegetables and learn about insects.

Leadership & Management — Poor

Leaders are committed to improve experiences for children and manage some aspects of the setting suitably. However, not all areas of the setting are managed effectively, and significant improvements are required to meet with regulations and standards.

Leaders have submitted an improved and compliant statement of purpose to Care Inspectorate Wales (CIW) this captures an accurate reflection of how the service operates. However, not all policies have been updated in line with current Welsh legislation and guidance. For example, the medication policy reviewed in 2023 was not based on the Welsh Government guidance for obtaining, storing and administering medication. The food and nutrition policy did not reference the Welsh Government best practice food and nutrition guidance. Most policies are outdated. Outcomes for children require improvement because the provider has not made sure all policies and procedures meet legal compliance or provide clear guidance with updated information and we expect the provider to make improvements. Leaders have not written a safeguarding policy based on the Wales Safeguarding Procedures. The safeguarding policy reviewed in 2026 had not been updated in line with current Welsh legislation and guidance and did not contain the contact details of relevant professional agencies. Leaders have failed to make sure staff have attended the relevant safeguarding training in line with requirements for their role in caring for and safeguarding children. As a result, most staff were hesitant and underconfident in their responses about safeguarding procedures. Outcomes for children require significant improvement because the responsible individual has not updated the safeguarding policy to ensure staff are familiar with what action to take if there were concerns and have not ensured staff have completed relevant safeguarding training for their role in caring for children, and we have therefore issued a priority action notice. The provider must take immediate action to address this issue. Leaders have submitted the assessment service statement (SASS 2026) to CIW. They notify CIW of any changes to the setting. Leaders promote the Welsh language and culture successfully throughout the setting and have been awarded Gold for the Welsh Promise.

Leaders have a suitable system to evaluate the setting and have completed a report reviewing the quality of care. However, they are not drawing on the comments from children, staff and professional agencies to fully evaluate the setting to help them identify future improvements.

Leaders confirmed all staff have an enhanced Disclosure and Barring Service (DBS) certificate. However, the responsible individual was unable to present their own current DBS certificate. They have confirmed a DBS renewal is in process. Outcomes for children require improvement because the responsible individual has not been able to provide assurance of their suitability for their role in caring for and safeguarding children and we expect the provider to make improvements. Leaders are not ensuring a sufficient number of suitably qualified, skilled and experienced staff are always

looking after children at all times. For example, adult: child ratios in the baby room did not meet requirements and not all staff had completed the required mandatory training relevant for their role in caring for and safeguarding children. Outcomes for children require improvement because the responsible individual has not ensured a sufficient number of suitably, qualified, skilled and experienced staff are looking after children at all times to promote their health and welfare and we expect the provider to make improvements.

Leaders ensure the required information is included in the staff employment files. However, processes around staff leaving are not fully embedded. They make sure staff receive one-to-one supervision and appraisal, but they do not provide an opportunity to discuss safeguarding and raise any concerns. Leaders ensure they have gathered the required information about children in their personal records to meet their individual needs.

Leaders are not ensuring they have an effective register system in place to record information about children and staff. Their current system to record children's and staff daily hours of attendance is complex and not consistently accurate, as a result, this allows for mistakes to happen. For example, adult: child ratios in the baby room had not been recorded accurately. Leaders are not ensuring staff record their breaks to make sure there is a clear audit of who is caring for children during those times. Outcomes for children require significant improvement because leaders are not ensuring systems to record information about staff and children are effective and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Parents / carers said they are happy with the setting and the service is 'brilliant'. They said staff are friendly and approachable but would like more updates about their child's daily activities at the setting. Leaders share photographs of children's experiences with parents / carers on their social media site and encourage community engagement well to improve children's social skills.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
Outcomes for children require improvement because the responsible individual has not ensured a sufficient number of suitably, qualified, skilled and experienced staff are looking after children at all times to promote their health and welfare and we expect the provider to make improvements.	10/06/26
Outcomes for children require improvement because the responsible individual has not updated all relevant policies and procedures in line with current Welsh legislation and guidance to ensure legal compliance, operational efficiency, risk mitigation and clear guidance for staff.	10/06/26
Outcomes for children require improvement because the responsible individual has not ensured they have a current enhanced Disclosure and Barring Service (DBS) certificate to provide assurance of their suitability for their role in caring for and safeguarding children and we expect the provider to make improvements	10/06/26
Outcomes for children require improvement because the responsible individual has not ensured all staff provide vigilant supervision of children, especially during meal times, and are following best practice guidance to ensure children are always safe and we expect the provider to make improvements.	10/06/26
Outcomes for children require improvement because the responsible individual has not reflected on the whole setting in the risk assessments to fully identify and evaluate potential hazards for children and has not ensured all staff follow current infection control procedures. We expect the provider to make improvements.	10/06/26
Outcomes for children require improvement because the responsible individual has not ensured staff complete medication records accurately to evidence	10/06/26

medication is administered correctly and we expect the provider to make improvements.	

Summary of areas for Priority Action	Date identified
Outcomes for children require significant improvement because the responsible individual has not written a safeguarding policy based on the Wales Safeguarding Procedures to ensure staff are familiar with what action to take if there were concerns. They have not ensured staff have undertaken the required safeguarding training for their role in caring for children, and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.	10/06/26
Outcomes for children require significant improvement because the responsible individual does not have an effective register system to record the daily hours of children's and staff attendance to ensure they have a clear audit of who is caring for children during those times and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.	10/06/26

National Minimum Standards

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.

Standard	Recommendation(s)
Standard 18 - Quality assurance	Include the comments from children, staff and professional agencies in the quality of care review report, in order to fully evaluate the effectiveness of the setting and identify improvements for the future.
Standard 24 - Safety	Ensure records of fire drills are fully embedded and consistently maintained in line with National Minimum Standards.
Standard 13 (Day Care) - Suitable Person	Strengthen the supervision and appraisal system to ensure all staff have the opportunity to discuss safeguarding.

Best Practice

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

Recommendation(s)
Conduct exit interviews with staff leavers in order to gather their feedback and reasons for leaving in order to improve future staff satisfaction and retention.

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