Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Caterpillar Creche

Flying Start Family Centre
Gladstone Road
Barry
CF63 1NH



Date Inspection Completed

13/11/2023

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About Caterpillar Creche

Type of care provided	Children's Day Care Creche
Registered Provider	Vale of Glamorgan Council Child Care and Play Services
Registered places	12
Language of the service	English
Previous Care Inspectorate Wales inspection	20 October 2017
Is this a Flying Start service?	Yes
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Well-being	**Excellent**
Care and Development	**Good**
Environment	**Good**
Leadership and Management	**Good**

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

Summary

Children enjoy their time at Caterpillar Creche and their happiness and contentment is the driving force of this setting. Children are enthusiastic and interested in their play and learning. They enjoy a range of interesting opportunities which spark curiosity and engagement. Children are well supported in developing independence.

Staff understand and implement policies and procedures to keep children safe. They are kind towards children, providing positive interactions to ensure children feel valued and happy. Staff are good role models and meet children's needs well.

The environment has good indoor play space for children to move freely. People who run the setting ensure the outdoor play space is used as often as possible and is an extension to the learning environment. Children have access to a wide range of developmentally appropriate play and learning resources.

People running the service are organised and manage the service well. They strive to develop the service and are committed to ongoing improvements. They encourage an active and positive partnership with parents. They successfully embed their policies in the running of the setting. There are two recommendations at the end of this report.

Well-being Excellent

Children's happiness and contentment is the driving force of this setting. All attempts at communication are valued and acted upon. Children are curious and happy to approach us, Care Inspectorate Wales (CIW). Children's wishes and interests are highly valued, acted upon and continually reviewed. For example, some children choose to play outside in the blustery weather and this wish was respected. Children have a strong voice at this setting and have a good choice of play opportunities and resources. Children move freely from one activity to another and are asked what they would like to do next.

Children are happy and settled. They cope extremely well with separation. Children are welcomed by staff who strive to form positive bonds quickly with both child and parent. Some children, who have attended creche before, are forming positive attachments with staff. Children who are unsettled are given individual, patient care and attention. Children express enthusiasm and enjoyment, we saw them smile, laugh, and positively engage with their friends and staff. Children's creative work is displayed encouraging a sense of belonging.

Interactions between children and staff are consistently good and respectful. Children chatter away to staff and receive appropriate and genuine responses. Children happily play alongside each other and together. They are beginning to form friendships and interact positively with each other.

Children are enthusiastic and interested in their play and learning, they have fun. For example, some children play for a sustained period of time with ride on cars outside. They experiment with a range of ways to get into the vehicle, including through the window. Children enjoy a range of interesting opportunities which spark curiosity and engagement. They have the freedom to safely explore the indoor and outdoor environment. Play is child led and children immediately start to explore the attractively laid out activities and resources upon arrival. Some children show good concentration skills and engage with activities for an age-appropriate length of time.

Children are encouraged to develop their skills of independence successfully. This is particularly evident at snack time where children are encouraged to feed themselves using cutlery. All attempts at independent eating are warmly praised. Children who decide they are not ready for a snack are supported in this decision.

Care and Development Good

Staff implement procedures to a very high standard to keep children safe and promote their development and well-being. For example, on the day of our visit staff were meticulous in their recording and reporting of an existing injury. They have a clear understanding of the safeguarding procedures and their responsibilities to keep children safe and report any concerns. Staff work hard to quickly record important information from parents about their children. Allergy information and food preferences are collected for instance. They are confident in recording accidents, incidents and existing injuries. Staff ensure children have access to daily outdoor play experiences, offering them the benefits of physical exercise and fresh air. Staff practise fire drills with children so they know what to do in an emergency. Staff implement robust hygiene practices and follow nappy changing practices appropriately. They keep accurate records of the children and staff attendance.

Staff are skilled at forming positive relationships quickly with both children and parents. The nature of the provision means staff need to record information thoroughly and efficiently. Staff show patience, empathy and experience when welcoming new parents and children to the setting. They understand settling the children quickly and showing children are happy will have a direct effect on the parents' wellbeing. This is a real strength of the staff team. Staff are affectionate and gentle with children, providing comfort and cuddles when children seek this type of interaction. They provide nurturing care and are focused on understanding what children want. Staff frequently talk to each other about the children, offering support and ideas when children become unsettled for example. They have good relationships and communicate well with each other. This ensures children are appropriately supervised and supported throughout the session. They use lots of praise to encourage and reinforce positive behaviour. For example, staff promote sharing and kind hands.

Staff are committed to providing a good range of play and learning activities. Staff facilitate children in their play by helping to engage them with resources in which they show intertest. However, there were some missed opportunities to extend children's learning further. Children are given time to engage with the activities they choose and are supported in the choices they made. The established team of staff have a good understanding and knowledge of child development and how this affects children's behaviour. They act as good role models at all times. We did not hear staff using Welsh during our visit.

Environment — Good

People who run the setting have comprehensive policies in place and ensure the environment is suitably safe, secure, and well maintained. Staff complete effective and accurate general risk assessments, which are regularly reviewed, and any identified hazards are swiftly addressed. A potential hazard identified during inspection has been swiftly risk assessed and appropriate measures put in place to mitigate any risks. The setting is clean, tidy, well maintained and welcoming. Thorough cleaning routines are in place which ensure that the environment is well managed in terms of infection prevention and control. The premises both inside and outside is secure, and a robust system is in place to record any visitors to the setting.

People who run the setting make certain the environment has very good indoor play space which children freely explore. They ensure the environment meets most of the children's needs and enables them to reach their full potential. The playrooms are used flexibly with staff continually changing the set up and activities to suit the ages and developmental stages of the differing groups of children. People who run the setting provide children with access to a range of areas which promote play and learning. For example, a home corner and a cosy nook set up with soft cushions where children can relax and have quiet times. People who run the setting ensure that the outdoor play space is used often. Careful consideration and planning of outside areas, as well as interesting and varied resources and play equipment, challenge and stimulate children's curiosity and interest.

People who run the setting provide a range of good quality, developmentally appropriate play and learning resources to ensure children have good variety and choice. Diversity is encouraged by providing dolls of different skin colours for instance. The setting has suitable furniture and resources to support children's independence. For example, child sized tables, chairs and low-level toy storage. There are a suitable number of children's toilets and nappy changing facilities available, which are clean and well maintained. Soap and hand drying facilities are easily accessible to support children's independence when addressing their personal care.

Leadership and Management — Good

People who run the setting are effective in the way they manage and operate the service and are committed to ongoing improvements. They have a strong vision that they share effectively with others and have engaged positively with CIW during the inspection process. They update the setting's policies and ensure staff implement these in practice. People who run the setting maintain and share an up-to-date effective statement of purpose that accurately reflects the service provided and meets the National Minimum Standards and regulations.

People who run the setting ensure that documentation is well organised and easily accessible. At the time of our visit, not all the required statutory information was held within each staff file. This was quickly rectified, and staff files are now complete and hold the requisite information. Staff speak of supportive and 'hands on' managers. They receive regular supervisions and annual appraisals. Supervisions focus on staff wellbeing and are completed thoughtfully.

There are strong procedures in place for self-evaluation of the setting. The quality-of-care review is a purposeful and thorough document which strives to include the views and opinions of children, parents and staff using the service. It clearly identifies strengths of the service, such as outdoor play, and prioritises areas for improvement, such as to further develop the use of Welsh. Parental feedback is very positive.

People who run the setting have developed meaningful and positive relationships with parents and carers. There are effective systems in place to keep parents well informed about their child's time at the setting. We observed staff carrying out detailed handovers with parents at the start and end of the session. Parents are warmly welcomed to the setting and benefit from a settling in session if requested. People who run the setting make commendable efforts to connect with and support parents who use the service. They are committed to encouraging an active and positive partnership. This is a real strength of the setting.

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
N/A	No non-compliance of this type was identified at this inspection	N/A

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

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.

National Minimum Standards	
Standard	Recommendation(s)
	No NMS Recommendations were identified at this inspection

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.

Best Practice
Recommendation(s)
Further develop the use of Welsh within the setting.
Look for opportunities to extend learning and play.

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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