Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Dylan's Den

Treorchy Primary School
Glyncoli Road
Treorchy
CF42 6SA



Date Inspection Completed

26/09/2022

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About Dylan's Den

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Dylan`s Den
Registered places	36
Language of the service	English
Previous Care Inspectorate Wales inspection	Click or tap here to enter text.21 May 2018
Is this a Flying Start service?	Click or tap here to enter text. No
Does this service provide the Welsh Language active offer?	The service is working towards providing an '*Active Offer'* of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of Welsh language and culture.

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

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

Summary

Children are confident, happy and enjoy their time at Dylan's Den. They have a strong sense of belonging and are developing positive relationships and friendships. Children have a variety of choices and make effective decisions about what they want to do.

All staff spoken to 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 is secure and maintained to a very high standard. Effective safety measures ensure the setting is secure and children are safe. Children have access to a wide range of excellent quality and developmentally appropriate play and learning resources.

Overall, people running the setting are organised and manage the service well. They regularly review policies and procedures and ensure these are put into practice. People who run the setting have positive relationships with staff, parents, and carers. We, Care Inspectorate Wales (CIW), have noted one area for improvement and three recommendations at the end of the report.

Well-being Good

Children are confident communicators. For example, we heard children asking to play outside, with their wishes acted upon. Children are curious and happily approach us (CIW) to ask questions and chat. They have good opportunities to make choices. At snack time, younger children who do not want to eat are able to continue to play. Whilst older children choose what they would like in their sandwiches at teatime.

Nearly all children are settled and cope well with separation. They have formed positive bonds of attachment with staff. Children receive support and reassurance when needed. For example, we saw one child being given cuddles and sitting with staff when unsettled. Children express enthusiasm and enjoyment, we saw them smile, laugh, and positively engage with their friends and staff. Nearly all children have a strong sense of belonging, forming positive relationships and are very familiar with routines. For example, at mealtimes and home time.

Interactions between children and staff are consistently good and respectful. Children recount previous events and talk positively about a staff members birthday. Younger children play happily with one another, cooperating and sharing. Older children engage enthusiastically in play and know one another very well. For example, children explained their friends' dietary needs when discussing snack choices. Children express empathy and are sensitive to the needs of others. We saw children giving one another a hug and kiss when leaving at the end of the session.

Children are enthusiastic and interested in their play and learning. They enjoy an excellent range of interesting opportunities indoors and outdoors that promote their all-round development. Children have opportunities to follow their own instincts, ideas and interests. We saw older children undertake a 'yoga session', with one taking on the role of an instructor and informing their friends what to do, with the special word of "*namaste*" being said at the start of the session.

Children have some opportunities to develop their independence skills, although this could be further developed at snack times. The people who run the service have confirmed pre-covid snack preparations will soon be reinstated. They access the toilets and wash their hands, take responsibility for their belongings, and put on their own coats, with support when needed. Children can choose to engage in activities or take resources out to use independently in addition to making decisions about whether to engage in adult-led activities or free play.

Care and Development — Good

Staff spoken to as part of the inspection understand and implement policies and procedures to promote healthy lifestyles, personal safety, and wellbeing. They ensure accurate staff and children attendance records are maintained. Staff have a good understanding of their responsibilities to protect children, appropriately answering safeguarding scenarios. They are aware of allergies and have systems in place to support dietary needs. Following the inspection visit, these were further developed to include signs and symptoms of reactions. A healthy snack menu is in place and the service have recently gained an award for the Healthy Preschool Scheme. Appropriate accident and incident records are in place and are signed by parents. Staff identify and actively manage risks. We saw staff drying outdoor apparatus following rain to ensure it was safe for children to use. Staff are aware of where children are in the service. Positioning themselves appropriately when children have free flow, between indoors and outdoors. Staff implement robust cleaning and hygiene practices and follow nappy changing practices appropriately.

Staff understand the behaviour management policy and consistently implement positive strategies. They have strong relationships with children, offering encouragement and praise. We heard staff regularly saying, "*Well done*" and *"Da iawn*". They remind children to use manners such as, 'diolch' and 'thank you'. Staff genuinely listen and respect children's views. We saw children pursue their play whilst others took part in an adult led song session. Older children continued to play outside whilst it was raining, after being asked by staff where they would like to play. Interactions demonstrate warmth and kindness as staff lower to children's levels to interact and engage with them. They know children well and have extensive knowledge of their needs. For example, sign language was used to support children who needed visual cues as well as verbal instructions.

Most staff are committed to providing a range of play and learning activities. A key worker system is in place, which supports and allows for observations and children's development to be regularly reviewed. The setting is in the process of implementing aspects of the curiosity approach and developing child led and 'in the moment' planning. Further time is needed to fully embed all aspects across the service, including the new curriculum for Wales. Staff support and provide for children with individual needs, by obtaining further information and multi-agency support as needed. Nearly all staff use incidental Welsh throughout the day.

Environment — Excellent

People who run the setting have comprehensive policies in place and ensure that the environment is suitably safe, secure, and well maintained. The setting has recently undergone a full refurbishment, which provides a well-planned, organised environment for children of all ages. The setting's main door is secure, with a key code and a doorbell in place. Internal doors are fob operated with soft close integral finger guards. The people who run the setting complete effective and accurate risk assessments, which are regularly reviewed, and staff identify hazards which are swiftly addressed. Regular fire drills are efficiently completed. Staff effectively organise cleaning routines that reflect excellent hygiene practices.

People who run the setting ensure a spacious indoor and purposeful enclosed outdoor play space for children to move freely. They ensure the environment meets most of the children's needs and enables them to reach their full potential. Inside, there is a natural and calming atmosphere, with an extensive range of equipment suitable for all ages of children accessing the service. The outdoor play space is used frequently and is an extension of the indoor learning environment. Free flow is continuously encouraged between indoors and outdoors. The outside undercover area allows for a range of resources and play equipment. For example, role play area, mud kitchen and sand and water play area. The service provides children and staff with wet weather clothing, to allow everyone to always access the outdoors.

People who run the setting provide a wide range of excellent quality resources providing children with good variety and choice. They provide stimulating, diverse resources for all ages and stages of development. For example, through construction play, sensory activities, small world, and role-play activities. Children can access toys and resources easily, as they are stored at low level or within their reach. Older children are provided with suitable chairs and tables which are promptly erected prior to their arrival, whilst younger children's equipment is stored safely out of the way.

Leadership and Management — Good

The service is run as a not-for-profit company, with a Responsible Individual and designated People in Charge. The management structure in place, is supported by administrative assistants to aid in the running of the service. Overall, the people who run the setting are effective in the way they manage and operate the service and are committed to ongoing improvements. They regularly review policies and procedures and ensure these are put into practice. They ensure all the required records are accurately kept, however during inspection not all documents were available on the premises. Prompt action was taken to ensure these documents were immediately provided to CIW. The RI has confirmed records are now securely stored on site to prevent this happening in the future.

Overall, people who run the setting engage very well with CIW. However, CIW had not been informed of recent staff changes. Following the inspection visit, an updated Statement of Purpose was received in relation to the changes. Although, a notification of staff changes has not been received. During the inspection process, evidence was found of a significant event, that had also not been reported to CIW. Following the inspection this was reported, although not within the required timescale. The people who run the setting must notify CIW of any significant events in a timely manner. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

People who run the setting have procedures in place for self-evaluation of the service. The setting is proactive in seeking funding and support to provide a good service to the staff, children, and parents/carers. Following the inspection visit, a quality of care report was provided to CIW within the inspection cycle.

People who run the setting implement safe recruitment procedures to safeguard children. A thorough induction policy is in place and completed for staff and volunteers at the setting. Staff well being is a priority and they told us they feel well supported and can speak to the management at any time. People who run the setting carry out regular supervisions and annual appraisals. A training matrix is in place, which is regularly reviewed. Staff receive regular training and keep up to date with new initiatives to further their professional development.

People who run the setting have positive relationships with parents and carers. A handover is provided to parents on collection, with verbal information shared about their child's time in the setting. There are positive relationships with a range of professionals, including the adjoining school, local community, and other stakeholders. For example, working with other childcare providers to proactively seek support, share best practice and introduce changes within the setting.

Recommendations to meet with the National Minimum Standards

R1. Further develop opportunities to enhance children's independence

R2. Fully embed all aspects of 'in the moment planning', including the new curriculum for Wales

R3. Ensure all regulatory documentation is available on-site at inspection.

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

16	The registered person has not established a system to monitor and review the quality of care offered, or completed a subsequent report. Ensure an effective quality of care review is undertaken annually and report produced.	Achieved
31	The registered person failed to notify Care Inspectorate Wales of an event, within schedule 4, within given timescales. They need to ensure they are aware of the requirements to notify Care Inspectorate Wales of events at the service, and within the correct timescales.	New
31 (1) Sch4.02(1)(a)	CIW not informed of new PIC at service	Achieved
15 (1) (c)	Statement of purpose not in line with regulation	Achieved

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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