Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Buttercups

Swansea Children`s Centre
Eppynt Road
Penlan
SA5 7AZ



Date Inspection Completed

21/04/2023

About Buttercups

Type of care provided	Children's Day Care Full Day Care
Registered Provider	City and County of Swansea Child Care and Play Services
Registered places	36
Language of the service	English
Previous Care Inspectorate Wales inspection	9 February 2018
Is this a Flying Start service?	Yes
Does this service provide the Welsh Language active offer?	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.

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

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

Summary

Children thoroughly enjoy their time at Buttercups Flying Start because they have a strong voice, and they are curious learners. They consistently make choices about what they do and how they spend their time at the setting whilst engaging in purposeful play-based activities. They form positive relationships with their friends and staff, they show enthusiasm, and they experience varied play and activities.

Staff provide a warm and nurturing child-centred setting. They have an excellent understanding of children's individual needs and their development, and they plan effectively. Staff have warm and caring relationships with the children. They promote positive outcomes for children through their current knowledge and skills and their nurturing and caring attitudes.

Staff care for children in an environment which is spacious, clean and secure. The play areas are welcoming and friendly and provide a rich environment for play and learning. There is extensive space and facilities to meet the needs of the children and staff identify any unnecessary risks to children and eliminate them as much as possible.

People who run the setting have an excellent vision and sense of purpose which sustains improvements and promotes good outcomes for children. They comply with all regulations and exceed the national minimum standards. People who run the setting value staff and provide effective and regular support, ensuring they receive excellent developmental opportunities and supervision. People who run the setting have good partnerships with parents who speak very highly of the setting and the staff.

Well-being Excellent

Children have a strong voice. They are confident making their own choices about what they want to do and where they want to play. Children's opinions and interests are highly valued and acted upon. They express themselves confidently and know they will be listened to. For example, a child asked a member of staff for some paper and colours and the member of staff immediately responded and got them some. Throughout the session children move freely around the room and play with activities that interest them. For example, during circle time activities, some children chose not to join the group on the carpet. They happily played in the construction area with the resources.

Children are comfortable, settled and relaxed. They benefit from consistent staff who know them very well. Children join in with activities and greet each other with smiles and hugs. They are familiar with the routines and the environment. For example, when the children wash their hands after playing outside, they immediately sit at the table to wait for snack. Children receive lots of attention from staff and they interact extremely well with them. They clearly have a strong sense of belonging, forming strong relationships and making friends.

Children learn how to play together, share, and make friends at the setting. Interactions are consistently good; they arrive at setting excited, and their behaviour is exemplary. Children confidently spoke to us, asking for help or telling us about their play. They interact positively with staff and with each other. Children enjoy talking to each other about what they are doing and the choices they are making. For example, children were telling each other at snack time what they were going to choose.

Children are extremely motivated, animated and engaged in their play and learning. For example, they responded enthusiastically when they were able to choose a song for the group to sing together. Children enjoy interesting and stimulating opportunities. They move independently between tasks to the different areas within the room. Children are able to make their own choices and staff welcome them when they want to join an activity. They take part in activities confidently and feel a sense of achievement. Children are excited to talk about what they have been doing.

Children enjoy a wide variety of purposeful activities as well as the resources on offer, which are suitable for their age and stage of development. They have many free play opportunities as well as directed activities. Children have extensive opportunities to develop their independence skills; enabling them to do things for themselves successfully. For example, they wash their hands independently and put their coats on with support if needed. Children make excellent progress and are confident to try new activities.

Care and Development — Excellent

Staff work very effectively to keep children safe and healthy. They fully understand and consistently implement their policies, promoting healthy lifestyles, physical activities, personal safety and wellbeing. Staff encourage healthy eating and prepare snacks in line with the Gold Standard Healthy Snack best practice guidance. They encourage children to explore different textures and tastes. Staff respond warmly to children's requests when they want more or if they ask for an alternative. Staff carry out regular cleaning and follow good hygiene procedures; for example, they consistently remind children about washing hands. They work effectively to keep children safe; frequently moving around the various areas interacting with children or supporting them. Staff have a thorough understanding of their responsibilities to protect children. They answer confidently about what to do if they had any child protection concerns. Staff record children's actual attendance times and staff are confident to deal with accidents and incidents. They understand how to administer prescribed medication safely.

Staff create extremely positive relationships with the children. Interactions are consistently engaging, demonstrating warmth and kindness; they respect and listen to the children's views. Staff frequently offer praise and encouragement, and they are excellent role models to the children; prompting "please" and "thank you" when appropriate and sitting with them and eating together at mealtimes to support their social skills. Staff fully understand the behaviour management policy and consistently implement positive behaviour management strategies. They speak softly to the children and use positive reinforcement as well as stickers.

Staff ensure children are at the centre of their own learning and developing; supporting their choices and allowing them endless opportunities to explore and experiment by following their own interests. Staff make observations of children during activities to help them develop. They are committed to providing a wide range of play and learning activities through planning in the moment, which ensures they successfully follow the children's lead. Staff support and provide for children with additional needs, including emotional and behavioural difficulties. They effectively use language that is appropriate for each child's individual needs and stage of development. Staff support their language skills including some of the Welsh language; for example, we heard incidental Welsh being used throughout the session as well as songs being sung in Welsh.

Environment — Excellent

People who run the setting have highly effective measures in place to ensure everyone fully understands their responsibilities in relation to the safety and welfare of children. They ensure the environment is safe, secure and extremely well maintained indoors and outdoors. There is plenty of room for children to play and learn with free flow supported between the indoor and outdoor spaces. People who run the setting effectively organise consistent cleaning routines that reflect good hygiene practices. They have appropriate infection control practices which successfully minimise the risk to children's health and safety. The doors are kept locked at all times and children, visitors and staff are routinely signed in and out. People who run the setting complete daily checks of the premises and all maintenance checks for the building and appliances are up to date. They complete comprehensive risk assessments that cover all aspects of the environment, which they regularly review and take appropriate action if needed. Fire drills are practised frequently, and people who run the setting maintain detailed records to ensure that all staff and children can evacuate the building in the event of an emergency.

The premises are warm, very welcoming and accessible to all. People who run the setting use the space effectively, both indoors and outdoors. They ensure the environment meets children's needs and helps to build their confidence by ensuring they can move around freely and explore. The door from the inside playroom to the outside play area is open throughout the session; allowing children to move freely between the two environments and choose for themselves where they want to play. People who run the setting support the children to use the outside area frequently as there is a canopy which provides shade and shelter. They care for children in an environment that meets their needs and enables them to be creative and explore confidently and independently. People who run the setting extend children's knowledge and development by offering a wide range of resources and interesting spaces which challenge and consistently stimulate their curiosity and interest. The outside, enclosed area provides sufficient room for children to explore a variety of outdoor play experiences, which includes a large sand area, a construction space and an outdoor hut.

People who run the setting ensure children can access an excellent variety of authentic resources and equipment. They provide good quality furniture and resources that are suitable for the developmental needs of all the children. There is appropriate furniture for children to sit at ease to undertake tabletop activities and eat their snacks. The toilets are child sized and support children to develop their independence skills.

Leadership and Management — Excellent

People who run the setting have an excellent vision that they communicate successfully to their staff creating a positive ethos. They ensure the setting achieves very high standards, delivers high quality care and provides learning and development opportunities for children and staff. They maintain and share an up-to-date, informative statement of purpose that accurately reflects the service provided and exceeds the National Minimum Standards. They have a comprehensive set of policies that are reviewed annually. People who run the setting ensure they collect, record and monitor the required records. We looked at a sample of records including registers, staff files, children's records and accident forms, which were all well maintained.

People who run the setting implement an effective self-evaluation system to support meaningful self-evaluation and improvement. They are approachable and welcome any ideas or suggestions to improve their practice. People who run the setting complete a thorough quality of care review each year and consider the views of staff, parents, children and outside agencies. The review highlights their strengths and areas of improvement.

People who run the setting follow timely and robust recruitment processes to safeguard children and ensure staff have the necessary qualifications and experience to care for children. Regular meaningful supervision and yearly appraisals are integral to their practice and drive improvement. The key worker system enables children to settle with familiar staff who understand their individual needs. Staff said they feel very well supported by management and they are really happy in their work. People who run the setting deploy staff effectively to ensure they meet staffing ratios and children's needs fully.

People who run the setting ensure all communication with parents is valuable in order to promote positive outcomes for children. Parents said they are extremely happy with the setting, and also feel staff support and care about them as well as their children. People who run the setting have positive links with a wide range of professionals, the community and other stakeholders. They ensure when there are concerns about children's progress or development that there are clear and effective procedures in place for sharing information. People who run the setting also ensure the setting works with the school to support successful transitions and promote positive outcomes for children.

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

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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