Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Fast Track Childcare Solutions Friends of Wildmill Playgroup

Wildmill Community Centre
Tairfelin
Bridgend
CF31 1SP



Date Inspection Completed

10/11/2021

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About Fast Track Childcare Solutions Friends of Wildmill Playgroup

Type of care provided	Children's Day Care Sessional Day Care
Registered Person	Alison Lester
Registered places	30
Language of the service	English
Previous Care Inspectorate Wales inspection	24 February 2016
Is this a Flying Start service?	Manual Insert Funded spaces are provided
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service, however incidental Welsh is used.

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

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

Summary

Children are happy and settled. They enjoy their time at Fast Track Childcare Solutions Friends of Wildmill Playgroup. They have a lovely sense of belonging and develop positive relationships and friendships. Children have good choices and make effective decisions about what they want to do. Children's interactions are warm, and they express enthusiasm and enjoyment in their activities. They feel safe and have formed strong bonds of affection with care staff.

Care staff understand and implement policies and procedures to keep children sufficiently safe. They are qualified and are kind towards children, providing positive interactions to ensure they feel valued and happy. Care staff fully meet the needs of the children.

The children receive care in a safe, clean and secure environment. Care staff have identified and as far as possible eliminated unnecessary risks to children. There is sufficient space and facilities for children to play and learn. The environment promotes children's independence and is adequately maintained and decorated.

People who run the setting manage the service appropriately. They ensure staff attend training and development. They manage recruitment processes relatively well. People who run the setting organise care staff and follow their policies and procedures well in order to meet the needs of children. Partnerships are good. English is the main language used at the service, however, care staff use incidental Welsh. We have made two recommendations and these are listed at the back of the report.

Well-being Good

Children are happy, relaxed and form positive attachments with care staff. Children confidently approach staff for support and comfort. During snack time, children happily have chats with care staff and their peers. Children have opportunities to make decisions for themselves. For example, they choose where they sit during circle time and they independently select play resources during free-play sessions.

Children have a good sense of belonging. They know their routines well, forming a line as they arrive in order to wash their hands as well as tidying up and returning to the carpet for circle time. Children understand that they need to wash their hands at appropriate times; upon arrival, following a craft activity and before snack time. They form close bonds with care staff and contentedly sit close to them during activities.

Interactions between children are good. Children show respect and care towards others. For example, children clapped and celebrated the art work of another child. Children are learning about their feelings and behaviours.

Children enjoy their play, and they are focused on the activities offered. Many children chose to play in the role play area, whilst others were engrossed in a painting activity where they painted a poppy. Children excitedly took part in circle time, squealing and smiling as care staff introduced the tortoise character.

Children are developing well and have some opportunities to become independent. They develop a range of skills and show good fine motor skills. During snack time, some children asked for more fruit and milk, which was acted upon by care staff. Some children can use the toilet on their own and others who need support are confident to ask care staff for help.

Care and Development — Good

Care staff understand their roles and responsibilities in keeping children safe and healthy. They implement appropriate cleaning and hygiene practices. Staff make sure all children wash their hands before eating and ensure they use appropriate personal protective equipment (PPE) to prepare foods for children. They implement the Welsh Government's 'Protective Measures in Childcare Settings' appropriately and follow daily checks and weekly cleaning routines appropriately. Care staff sanitise surfaces before snack times. They wear gloves and aprons to change children and to see to their personal needs and mostly follow their policies to decrease the risk of cross contamination. Discussions with care staff demonstrate that they understand the need for good safeguarding practices, however, not all staff are aware of The Prevent Duty. Records of incident and accidents are completed fully and signed by both parties.

Care staff understand the behaviour policy and implement behaviour management strategies when needed. They intervene appropriate and calmly when there is a situation where children want the same resources, *"Kind hands please."* Care staff manage interactions positively. They praise children for naming numbers and colours correctly and award them with stickers and telling them *"That's excellent. Very clever."* Care staff demonstrated warmth towards children. They comforted children who were upset and provided cuddles as reassurance, which made children immediately feel at ease.

Care staff know the children well, and respond to them in a sensitive way. They know that some children do not like sitting during circle time and they respected this. Staff meet individual needs and assess children's abilities regularly, through planning and observations. During circle time, care staff encourage children to make decisions about songs to sing as well as discussing healthy foods. They promote children's Welsh language development through naming colours and counting. Care staff manage to engage children's interest and promote their learning while playing. For example, staff encouraged children to build a higher tower as well as counting the blocks.

Environment — Good

People who run this setting ensure the environment is appropriately safe, secure and well-maintained. For example, they keep the entrance securely locked, and keep records of visitors. People who run the setting have risk assessments in place and implement daily checks and cleaning routines. Most maintenance and fire checks are up to date, however the PAT testing had expired. People who run this setting informed us this had been arranged to take place in the new year and the delay was due to the Covid-19 pandemic. During the visit, the temperature was not monitored at the setting. However, we found the environment was of a suitable temperature. The leader of the setting informed us that thermometers have been purchased to monitor the temperature following the visit. Care staff practise and record fire drills.

The indoor play area is welcoming and spacious. There are colourful displays of children's achievements, to celebrate their crafts and painting work. Care staff effectively respect the privacy and dignity of children. Toileting facilities are available outside the designated play environment, where children are able to develop their independence, supervised by care staff. There are designated quiet areas available for children who need to relax and rest.

People who run the setting offer a wide range of resources for children. Children can access a wide range of resources from low level storage. Displays of children's work give children the sense of pride and ownership. People who run the setting provide toys and resources suitable for age and stage of development of the children. They ensure that children can access good quality and a broad variety of appropriate toys and equipment. We saw children enjoying a range of areas including role play, reading corner, physical play, creative play and construction. Toys and equipment looked to be in good condition. There is a small, suitable outdoor area, which is secured by metal fencing and provides an interesting learning space for children. People who run the setting provide tables and chairs for children to sit together and socialise during snack time.

Leadership and Management — Adequate

People running this setting have made sufficient adaptions to their service to ensure compliance with Covid-19 regulations and protective measures guidance. They update policies and procedures and implement their procedures well, however, the complaints policy needed updating to reflect the correct contact details for Care Inspectorate Wales. The statement of purpose is fully compliant with regulations and national minimum standards following the visit. Ratios of staff to children are correct in order to meet the needs of children. They organise care staff to ensure they know their roles and responsibilities effectively. There are records of children and care staff present on each day. People who run this setting have a sound understanding of their responsibilities to protect children.

People running the setting review the quality of care in the service and the report informs service users of positive changes made. People who run this setting seek feedback from parents, children and staff, but do not include staff views in their review.

People who run the setting follow adequate recruitment processes and ensure suitability checks including DBS checks are in place for staff. Prior to the visit, the leader did not ensure that CIW held the correct information for leaders of the setting along with updated DBS details. However, following the visit, people running the setting updated the service persons record to truly reflect leaders at the setting. People running the setting ensure all staff have timely inductions, supervisions and appraisals, highlighting areas for professional development. Care staff are qualified and have updated mandatory training, such as first aid and child protection. Care staff told us they feel fully supported and have good opportunities for professional development.

The setting promotes positive partnerships with parents well. People who run the setting ensure they share policies and procedures with parents before they start at the setting. They keep all records in relation to children's contracts and their preferences. During the visit, there was no permission in place for emergency medical treatment. This was put in place immediately following the visit. All other permissions were in place. Parents informed us that their children's needs are fully met and their children develop well during their time at the service. Parents feel well-informed about changes to policies and procedures and feel that care staff are very approachable and accommodating, *"It's lovely there. The staff are lovely and make you feel really welcome."*

Recommendations to meet with the National Minimum Standards

R1: The complaints policy and procedure is updated with the correct contact details for Care Inspectorate Wales

R2: Include the views of staff members in the annual quality of care review report

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	N/A

	inspection	
15	Whilst planning for the inspection visit we viewed the statement of purpose uploaded to the service record and found it did not match the service. We requested a statement of purpose following the visit and found the following was missing: name, address and contact number and referencing flying start spaces.	Achieved
31	During the inspection visit, we found the service persons records does not coincide with practice. Persons in charge are not recorded accurately on the service persons record.	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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