Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Flying Start Blackmill

Glynllan Playground
Dimbath Avenue
Blackmill
Bridgend
CF35 6ED



Date Inspection Completed

10/01/2023

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About Flying Start Blackmill

Type of care provided	Children's Day Care Sessional Day Care
Registered Provider	Bridgend County Borough Council Child Care and Play Services
Registered places	15
Language of the service	English
Previous Care Inspectorate Wales inspection	8 March 2017
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.

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

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

Summary

Children are happy and can make choices and decisions independently. They develop strong relationships and express their views openly, knowing they will be listened to. They enjoy a range of interesting opportunities indoors and outdoors, which spark curiosity and engagement. Children are confident in their communication with each other and with care staff.

Care staff consistently implement policies and promote physical activities, personal safety, and well-being. Staff positively praise children for perseverance and good behaviour. They are committed to providing a good range of play and learning activities with an appropriate balance of child and adult led opportunities. Care staff plan and assess purposely to ensure children's interests and curiosities are developed further.

The environment has very 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. They provide stimulating and innovative resources for all ages and stages of development.

People who run the setting ensure they comply with almost all the relevant regulations and mostly exceed the national minimum standards. They have a strong vision for the future and ensure that they manage their team with effective support and continuous training. People who run the setting are passionate and ensure they offer a very high standard of care to the children. They have developed excellent positive relationships with parents and carers and work closely with external agencies to ensure effective care and support to all children in their care.

Well-being Good

Children are happy and settled at the setting. Children are confident communicators and engage with their friends, staff and some felt comfortable to chat to us. For instance, one child led us to the window to show us their parents walking down the path. Children's voice is heard, and they have the choice of what and where they want to play. For example, one child sat at a table, totally engaged in craft activities for almost 50 minutes. Some children went outside to play whilst others chose to stay indoors.

Children cope extremely well with separation because efficient daily transitions fully recognise and support individual needs and are effectively implemented. They form positive emotional attachments with staff and each other. We saw them comfortably turn to staff for support. Children are happy at this setting, we saw children smiling, laughing, and enjoying their time. Children who arrived a bit later were greeted by the ones already there by waving at calling out 'Hi' to greet them in. They have a strong sense of belonging and are very familiar with the routines of the setting. Every child has their own keyworker, which they choose themselves when they settle in and get to know care staff.

Children interact happily and confidently excitedly with staff during their activities and are inspired and motivated to develop their creations as a result. Children respond positively to praise. For example, at the end of registration children are thanked by care staff for putting their mats away. Children smile proudly.

Children are interested in their play and learning. They enjoy a range of interesting opportunities indoors and outdoors. They have the freedom to safely explore the indoor and outdoor environment. They are self-motivated to initiate their own play and to influence their tasks because there is a good balance of child and adult-led activities. For example, children decided to make meals for us in the play kitchen and enjoyed passing various items of food on a plate.

Children have very good opportunities to develop independence. They chop their own fruit and pour their own water or milk at snack time and choose who they would like to sit next to. Children confidently access resources and activities, and they are given opportunities to plan, develop and evaluate concepts which are of interest to them.

Care and Development — Good

Staff consistently implement policies and promote physical activities, personal safety and well-being. Staff identify risk and are proactive and effective when managing this. Staff have a thorough understanding of their role in protecting children and answered safeguarding questions confidently. Care staff have completed all mandatory training, including paediatric first aid and food hygiene. They record accident logs and these are countersigned by parents / carers.

Care staff fully understand the behaviour management policy and consistently implement positive behaviour strategies. They positively praise children for perseverance and good behaviour. Care staff use an array of behaviour management techniques including distraction and negotiation. For example, one child became upset when another child took their car. The staff member patiently listens and suggest they find another similar car instead. This resulted in both children continuing to play happily.

Care staff are consistently responsive. They make every effort to genuinely listen and communicate with the children. Interactions are positive, demonstrating warmth, kindness and patience. Care staff take time to make sure that their interactions are meaningful and beneficial to the children in their care.

Care staff are committed to providing a good range of play and learning activities with an appropriate balance of child and adult-led opportunities. They play alongside children looking for opportunities to extend learning and discussion. Care staff have purposeful meetings prior to children arriving in the mornings, to plan and discuss meaningful activities and then involve the children in the planning process.

Care staff recognise when children may have additional needs. They take purposeful action and make effective use of the excellent support available to them. This includes an onsite health visitor and a peripatetic worker to support individual children and their families. This is a real strength of the setting. Staff provide tailored, considered and patient care. They ensure that children are supported in the creation of a space in which they can play. They know the children exceptionally well and are proud to tell us about children’s achievements.

Environment — Good

People who run the setting have comprehensive policies in place and ensure that the environment is suitably safe, secure and well maintained. Staff complete effective and accurate general risk assessments, which are regularly reviewed. Regular fire drills are completed. Consistent cleaning routines result in a clean and pleasant indoor environment. Effective infection control practices successfully minimise any risk to children's health and safety.

People who run the setting ensure the environment has very good indoor play space for children to move freely. They ensure the environment meets the children's needs and enables them to reach their full potential. People who run the setting ensure that the outdoor play space is used as often as possible and is an extension to the learning environment. People who run the setting have plans in place to develop the outside area in the coming year which will provide children with access to a range of areas which promote play and learning.

People who run the setting provide a wide range of good quality, developmentally appropriate play and learning resources to ensure children have good variety and choice. They provide stimulating resources for all ages and stages of development, which contribute to the children's all-round development. For example, through construction play, sensory activities, small world and creative activities. Children can access toys and resources easily, as they are stored at low level or within their reach. People who run the setting are committed to providing stimulating resourses to promote children's curiosity about the wider society, celebrating equality and cultural awareness. Care staff ensure that all children can access activities and resources throughout the setting. We saw staff allowing children to take risks as they appreciate this is good for children's development. For example, we saw supervised children carefully stepping on outside large plastic blocks and navigate steps independently.

Leadership and Management — Good

People who run the setting have a strong vision that they share with others. 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. People who run the setting engage positively with Care Inspectorate Wales and are keen to drive improvement. They ensure that all required records are organised and accurately kept. People who run the setting generally notify CIW of significant events.

People who run the setting set high expectations and lead by example. They implement current best practice relevant to the children in their care. People who run the setting demonstrate a passion and drive to deliver high standards for the children who attend. People who run the setting actively implement self-evaluation. They produce a thorough and reflective quality of care report seeking and implementing the views of children, parents and staff.

Leaders follow timely and robust recruitment processes to safeguard children and follow the setting's policy and procedures. They have good systems in place to update suitability checks as required. There are robust recruitment procedures and suitability checks are completed as required. The performance management process is good and regular supervisions, appraisals and team meetings are held. There is a culture of continuous professional development, which is modelled by leaders.

People who run the setting have developed meaningful and positive relationships with parents and carers. There are excellent systems in place to keep parents well informed about their child's time at the setting. Parents told us how supportive and helpful the staff are and how much the children love attending. They are extremely happy with how their children's independence is nurtured and encouraged and feel their children are flourishing. People who run the setting have positive relationships with a range of professionals, the community and other stakeholders.

Recommendations to meet with the National Minimum Standards

R1 Ensure notifications of significant events are done so in a timely manner.

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

31	The RI is not compliant with provision of information as they failed to notify CIW of setting closure.	New

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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