Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Sweet Pea (Heath)

39 St Isan Road
Heath
Cardiff
CF14 4LW



Date Inspection Completed

30/01/2025

Welsh Government © Crown copyright 2025.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Sweet Pea (Heath)

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Playpen Ltd
Registered places	45
Language of the service	English
Previous Care Inspectorate Wales inspection	[8 February 2023]
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	This service is not making a significant effort to promote the use of 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, settled and have worthwhile experiences and opportunities at the setting. Nearly all the children make purposeful and valuable choices about activities they wish to engage in and are free to move between all the resources either indoors or outdoors. Children have warm and consistently good relationships with staff and confidently interact with them to share ideas, their feelings and choices. Children's social and independence skills are evident and are consistently developing in line with their ages.

Staff effectively keep children safe and positively implement the setting's policies and procedures. Interactions between staff and children are effective and valuable and support the varied needs and requirements of all the children. Staff plan and offer a beneficial and wide range of activities. These activities are occasionally led and developed by the children's interests and suggestions.

The setting's environment is warm, welcoming and organised. Good hygiene and infection control procedures are thorough and consistent within the setting. The indoor and outdoor environments are clean, safe, and suitable for the children. People who run the setting have ensured that all relevant risk assessments are current and that potential risks have been effectively minimised. The setting has a beneficial range of good quality toys and resources for indoor and outdoor activities.

The leadership and management of the setting is good. The staff are managed effectively, and they work consistently well together. Parents speak highly of the setting, the opportunities offered, and the warm consistent care their children receive.

Well-being — Good

Children are happy, relaxed and they enjoy their time at the setting. They are aware of the routine which supports them to settle for the day. Children arrive eagerly at the setting and cope well with separation. They are comfortable in their surroundings and in the company of all staff and adults. They have formed strong bonds with staff and each other, and this has a clear and effective impact on their well-being. Children each have a nominated key worker, but they are greeted by all members of staff. They understand that the care they receive is according to their individual needs when they arrive. For example, confident children start activities immediately while other may need comforting and reassuring.

Children understand that staff respond positively to their needs and requirements. Although children have a keyworker, children confidently approach the nearest adult if they require any support or a specific resource. Children have built worthwhile friendships with each other and work together co-operatively. For example, they shared the role play resources and the toys. They patiently wait their turn in all activities. For example, children sharing resources in the rice tray and taking turns with the toys available. They also worked together when tidying up at the end of the free play session ready for snack time.

Children communicate successfully and confidently with staff and each other and show a positive interest in activities. Upon arrival most children immediately engage positively in the experiences available to them. Nearly all children show curiosity and explore a variety of valuable play opportunities. For example, children engage in free play activities, role play with the rice and noodles and the build structures with the large construction blocks.

Children are developing empathy and are aware of the moods and the feelings of others at the setting. Staff ensure these are taken into consideration, and children are encouraged to decide in which activities to participate based on their feelings. Laughter and the sound of enjoyment are heard throughout the setting. During tidying up time, children were observed routinely clearing resources without much prompting.

Children develop their independence skills through the varied activities and opportunities available to them. They are encouraged to be independent at snack and lunchtime. Children are encouraged to put on their own shoes and coats where appropriate. Children are consulted to gather ideas for activities, but this could be developed further and clearly noted.

Care and Development — Good

Staff successfully implement the setting's policies and procedures to ensure children are kept safe and healthy. Staff receive regular and thorough safeguarding training and during discussions fully understand the setting's procedures. Staff understand their responsibilities and are now vigilant when dealing with any safeguarding concerns. They receive suitable training in other key areas such as paediatric first aid. Staff record accidents and incidents through an electronic app and ensure parents respond to all messages. All staff members hold paediatric first aid training, enabling them to deal with accidents successfully. At present, the setting does not regularly evaluate accidents and incidents. Staff routinely administer medicines and have appropriate records of dosages and information regarding last dose administered. Staff encourage children to eat healthily, and the setting provides a healthy and nutritious lunch freshly prepared by the cook. Snacks prepared during the day include fruit and milk or water to drink. Children have independent access to water. Children's dietary needs and any allergies are managed appropriately and safely by using different coloured plates and cups. Snack and mealtimes are organised and offer consistently good social experiences. Children wash their hands independently before and after eating.

Staff have consistently good, positive and worthwhile relationships with children throughout the setting. Nearly all staff are fully aware of their roles and responsibilities. Nearly all the children know and understand that staff respond positively to their needs and requirements. Children confidently approach all members of staff for support or to request moving to another activity. They also keenly share successes with adults. Staff are warm, softly spoken and offer calm reassurance to children when needed. Staff are fully aware of the behaviour management policy and implement effective behaviour management strategies. For example, discussing and explaining calmly who had a resource first and that they needed to wait their turn. Staff praise and reinforce positive behaviour, and children are actively encouraged to say 'please' and 'thank you'. We heard staff commenting "*well done for saying please*" when children routinely used good manners.

The setting implements weekly planning based on celebrations and times of the year. Planning includes ideas for daily focused activities, learning outcomes and resources required. Regular termly observations are completed by staff and children's development and achievements are recorded effectively. These observations are shared electronically with parents, who are encouraged to respond accordingly. Comments noted by parents included *"so glad he is doing well"* and *"thanks for the lovely write up."* Staff carry out nappy changing with dignity and respect. Staff effectively identify children requiring additional support and create additional documentation as required. There are effective links with parents and outside agencies to further support children. Staff use some incidental Welsh within the setting.

Environment	**Good**

The setting's environment is safe and secure. Visitors are only granted access to the setting by staff and are expected to sign in. The outdoor area is safely accessed and is surrounded by effective fencing and screening, ensuring children's safety and privacy is always maintained. Beneficial risk assessments are in place and staff conduct thorough daily checks of the indoor and outdoor areas. People who run the setting presented evidence that all required building safety checks are completed within the required timescales. These included fire and smoke alarms, fire extinguishers and electrical systems testing. The toilet facilities provided are age appropriate, and all staff follow guidelines to promote children's privacy and dignity.

The premises are warm, welcoming and provide a stimulating and age-appropriate environment for children. The indoor environment is used effectively to skilfully promote children's learning and development. Examples include a climbing frame and slide, a role play kitchen, building blocks and various puzzles. Children are offered worthwhile opportunities to be curious and investigate and the indoor and outdoor areas offer children access to age-appropriate activities. All the resources located indoors and outdoors are stored at appropriate levels ensuring that children can access them independently. The setting has worthwhile and beneficial outdoor resources including age-appropriate bikes, trikes and role-playing areas.

People who run the setting ensure there is a successful balance between promoting the children's safety and supporting them to take risks. Children throughout the setting are positively encouraged to be creative, to climb, run and use the bikes. They are learning about various skills, such as feeding themselves at snack time. All resources are appropriately and securely stored. All furniture and equipment are age-appropriate and of good quality. All toys and play equipment are clean and well-maintained. There was a limited range of resources available to promote cultural awareness, celebrations, and diversity within the setting. The availability and use of these resources could be developed further.

Leadership and Management — Good

Leadership and management of the setting is successful and consistently good. People who run the setting are experienced and have a clear vision for the service provided. They have clear expectations of staff and consistently support them to do their best. There is a positive ethos within the setting. The up-to-date statement of purpose provides parents with purposeful information on the setting. People who run the setting ensure they have all regulatory policies and procedures in place. These are regularly reviewed but not all have been signed and dated by the reviewer. Policies are regularly reviewed and shared with parents and carers. People running the setting have consistently good systems in place to record and store documents. These include children's contracts, risk assessments and staff files. People who run the setting inform Care Inspectorate Wales of events as set out in regulations, providing relevant information at the correct times.

People who run the setting have consistently good and effective systems for the evaluation of the service. They seek regular feedback from parents through the use of questionnaires, staff discussions and children's views. This feedback is collected and collated to identify potential priorities for improvements to children's experiences and enhance staff opportunities.

People who run the setting ensure suitably qualified and experienced staff are always present to make sure children are safe. They have ensured that they have safe and effective recruitment procedures in place. There is strong team of staff, and they work effectively together to ensure the best opportunities and outcomes for children. People who run the setting value their staff and conduct regular staff supervisions and appraisals. They also support staff in their professional and training requirements. Staff reported that they felt supported by management and felt they could effectively talk and discuss ideas and concerns with them.

Partnerships with parents and outside agencies are worthwhile and beneficial. Staff share regular daily updates with parents and carers during drop off and pick up and via an appropriate app. The setting shares policy updates electronically and notifies parents of any changes through the app. All parents are presented with the setting's policies upon registering their child. Parents and carers note that their children receive consistently good care and feel involved in the setting. People who run the setting have developed strong links with local amenities and services, the local authority and local primary schools. Examples of links include visits from firefighters, paramedics, police and the local hairdresser visits to judge children's Easter Bonnets.

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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	

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)
Standard 7 - Opportunities for play and learning	Increase the evidence of the children's voice in planning

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)
Develop the system to evaluate the occurrence of accidents and incidents
Increase the cultural and diversity resources available within the setting
Ensure that reviewed policies are signed and dated by the reviewer

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.

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- Inspection report survey

If you wish to provide general feedback about a service, please visit our Feedback surveys page.

Date Published 24/03/2025