Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cariad a Cwtch Day Nursery

33 Queen Street
Llandovery
SA20 0BU

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

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About Cariad a Cwtch Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Person	Alison Penny
Registered places	18
Language of the service	Both
Previous Care Inspectorate Wales inspection	4 July 2019
Is this a Flying Start service?	No
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.

Summary

Children enjoy their time at Cariad a Cwtch Day Nursery. They feel safe, happy, relaxed and have developed strong bonds of affection. Children enthusiastically take part in activities and play, as well as being able to follow their own interests. They experience positive interactions and receive lots of encouragement.

Care staff ensure children are well looked after. They follow robust cleaning and hygiene practices and remind children about keeping safe. Care staff show kindness, warmth and engage with children in a positive way. They know their children, their needs and preferences and ensure the children feel safe and happy.

The person who runs the setting offers a safe, clean and welcoming environment. They carry our regular maintenance checks, with reviews and updates to their policies and risk assessments regularly. They have a well organised environment which allows children to explore and use it safely as well as offering a broad variety of play and learning resources.

The person who runs the setting is well organised with a clear vision for the service. They complete worthwhile self-evaluation and have a strong recruitment process in place. The person who runs the setting supports and develops their staff and keeps parents well informed.

Well-being

Children are confident communicators as their wants, moods and needs are fully considered. For example, children were encouraged to participate during circle time and care staff respect the choice of any children who decided not to participate. Children's opinions and interests are valued and acted upon and children confidently get resources from other areas to use in their play. They are able to follow their own interests and move freely from activity to activity.

Children cope very well with separation because daily transitions support individual needs. For instance, unsettled children receive reassurance and are given time to settle. Children are delighted and express enthusiasm and enjoyment. They clearly have a strong sense of belonging, forming positive relationships and are very familiar with routines. For example, children gave hugs to staff members spontaneously and a younger child took chairs from the dining room to use in circle time without prompt.

Interactions between children and adults are consistently very good and children co-operate well for their age. For instance, children waited their turn to wash their hands. They show delight when care staff members join with their play, smiling and chatting with them. Children respond positively to care staff, responding to their questions and following their instructions carefully. All children interacted positively with others and behaved well.

Children are enthusiastic and interested in their play and learning. They have many opportunities to initiate their own play as well as taking part in planned activities. Children confidently follow their own interests, either getting toys and resources themselves or requesting them from a staff member. Children happily share their play with other children and the adults around them. For instance, one child enthusiastically talked about the trucks and cars they were playing with, describing the flips and movements it could make.

Children enjoy a wide range of opportunities indoors and can choose to relax and have quiet times. They participate in activities for appropriate periods of time. For example, one child concentrated intently on the foam on their hands and another enjoyed making tracks with the car wheels. Children have good opportunities to develop their independence skills enabling them do things for themselves successfully. They receive encouragement to attempt things independently first, with care staff supporting children if needed. Children gain a sense of pride from their achievements and smile as they receive praise from care staff when they attempt or succeed at completing a task.

Care and Development

Care staff understand and implement policies and procedures well to ensure children remain safe and healthy. They follow and implement robust cleaning and good hygiene practices including regular cleaning of tables, toys, resources and consistent hand washing. Care staff remind children about keeping safe and manage risks well. For example, before going outside, a care staff member ensured that the area was secure and safe. Nearly all care staff have current training in child protection and up to date first aid and there is planning in place to ensure all care staff complete the full training. Care staff confidently answered what they would do if there was a child protection scenario and fully complete accident and incidents records, with parents signing to acknowledge them. Care staff offer children a range of healthy snacks and meals and are aware of children's preferences when it comes to meal times.

Care staff are good role models; they demonstrate warmth and kindness to the children and promote expected behaviour in a positive way. They speak to the children in a warm and friendly manner and provide encouragement or praise. Care staff understand the behaviour management policy and consistently implement positive behaviour management strategies. For example, when two children wanted the same toy, care staff talked about turn taking and encouraged them to look for more of the toys to play with. Care staff listen to children's views, questions and requests, responding to them positively.

Care staff have a good understanding and knowledge of the children's developmental needs. They know the children's needs well and allow them to follow their own routines. Care staff regularly plan activities suitable for the age and development of the children in their care. They carry out some observations and assessments of children's progress and share the information with parents. Care staff recognise when children may have additional needs. They take appropriate action in a timely manner and make good use of the support services. Care staff use both English and incidental Welsh with children whilst taking part in activities such as counting, praising the children and during circle time. Care staff keep parents informed about children's daily activities through a written record which they share with parents. They also effectively use social media to show what they had done during the day.

Environment

The person who runs the setting ensures the physical environment is secure and well maintained indoors and outdoors. Thorough safety measures ensure access to and from the setting is secure. The person who runs the setting and care staff ensure there are thorough cleaning routines to maintain good hygiene practices and infection control methods. New and revised policies are in place to reduce the spread of infection due to Covid-19. The person who runs the setting identifies and minimises risks to children's safety very well. They conduct thorough maintenance checks and maintain the upkeep of the property and equipment to ensure it is safe and suitable for children. However, the first aid kit contained some expired contents. Since the inspection visit, the person who runs the setting has confirmed that they have purchased two new first aid kits. They carry out regular fire drills and have a range of effective risk assessments in place.

The person who runs the setting ensures the environment has sufficient indoor play space for children to move freely most of the time. Older children have use of rooms on the ground floor and there is two rooms upstairs for younger children including a dedicated sleep room. The person who runs the setting organises the environment well so that it provides a good range of play opportunities suitable for all age ranges and is child-centred. Appropriate fittings and furniture are at a suitable height for a child, such as the toilets, sinks, tables and chairs. The environment is visually appealing as display boards reflected some artwork the children had created. Low level storage and picture labels allow the children to access toys and resources independently. There is a limited sized outdoor area which they utilize well to present opportunities for children to explore. Care staff ensure they use this area regularly.

The person who runs the setting ensures all children have access to a broad variety of good quality, developmentally appropriate play and learning resources. These are in sufficient quantity, to ensure children have good variety and choice. For example, children can access small world toys, construction toys, dressing up clothes and creative resources. Outdoors the children can further develop their play and learning with a range of resources including ride on toys, mark making opportunities as well as a range of different sized balls.

Leadership and Management

The person who runs the setting have a strong vision for the setting that they share with others. They maintain and share an up-to-date effective statement of purpose that accurately reflects the setting provided and meets the National Minimum Standards. The person who runs the setting ensures they comply with all regulations and they are knowledgeable on their regulatory responsibilities. They have effective policies in place; which they review often. However, the safeguarding policy does not include information about what to do if there was an allegation made against the registered person. Since the inspection visit, the person who runs the setting has updated the safeguarding policy. The person who runs the setting keeps all of the required children's records. However, on the day of inspection, a few signatures were missing from an administration of medicine record. Since the inspection visit, the person who runs the setting has ensured that the record now includes all signatures. The person who runs the setting and care staff fully complete accident and incident records, share them with parents and monitor them regularly.

The person who runs the setting actively implements self-evaluation. They seek the suggestions of children, their parents/carers, care staff and other interested partners. They produce a worthwhile quality of care report which reflects the summary of responses, improvements they have made and plans for improvement. The person who runs the setting have good processes when dealing with any complaints/concerns, keeping a full record and implementing improvements.

The person who runs the setting follows timely and robust recruitment processes to safeguard children. They have good systems in place to update suitability checks as required. There is a good induction procedure for new care staff. The performance management process is good with annual appraisals and regular supervisions undertaken. However, there was limited information in the staff files sampled in relation to supervisions. Since the inspection visit, the person who runs the setting has implemented a system to record more detailed information when undertaking supervisions. Care staff said they enjoy their work, are able to access regular training and feel well supported. The person who runs the setting keeps a record of children and staff attendance and deploy care staff in an organised way, to meet the staffing ratios. However, the record to show who is working directly with the different age groups of children is not clear. Since the inspection visit, the person who runs the setting has implemented a system to show clearly who is working directly with the different age groups of children.

The person who runs the setting ensures communication and engagement systems with parents are strong. They keep parents informed and share daily pictures of the children's activities, updating the social media page in the morning and afternoon. Parents of children using this setting said they are really happy with the setting. They feel that their children have made good progress and that the setting is well run.

Recommendations to meet with the National Minimum Standards

R1. Further develop the planning and observation to help plan for the children’s next steps.