Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Pobl Bach South Wales CIC

Flying Start Sirhowy Hub
Former Sirhowy Infants School Site
Rear of Rhoslan
Sirhowy
NP22 4PG

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

10/05/2022

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About Pobl Bach South Wales CIC

Type of care provided	Childrens Day Care Full Day Care
Registered Provider	Pobl Bach South Wales C.I.C.
Registered places	25
Language of the service	English
Previous Care Inspectorate Wales inspection	16 March 2018
Is this a Flying Start service?	Yes, combination of Flying Start and privately funded places
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

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

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

Summary

Children are extremely happy and settled within the setting. They develop trusting relationships with each other and staff. Children consistently make choices about how they spend their time, and confidently explore the environment. Their social and independence skills are developing well by participating in a wide range of experiences.

Staff are responsive to children's needs and deliver warm, skilful care. They know the children very well and work in partnership with parents to plan for individual needs. Activity planning and tracking children's progress formally, needs developing. Staff keep children safe and implement well-established routines, policies and procedures. Staff have a detailed knowledge of safeguarding.

The responsible individuals have created a secure and attractive environment. Both the indoor and outdoor environment is equipped with well-maintained, good quality resources and furniture, which are age appropriate. Some regulatory issues were highlighted during the inspection. These have since been rectified, but care must be taken to maintain oversight of the environment.

Overall, leadership and management is good. Both responsible individuals are passionate about improving practices. The quality of care delivered to children since the last inspection has developed significantly and importance is placed upon staff well-being. Several suitable policies and procedures are in place and partnerships are very strong.

Well-being Excellent

Children can make choices freely and know they will receive support if they need or ask for it. They are consistently encouraged to voice their preferences and know what to expect at the setting. Children are confident and develop good self-esteem, expressing satisfaction with the wide range of play and learning resources available to them.

Children are very happy and well settled. They have warm relationships with staff and readily approach them for guidance or comfort. Children form friendships in line with their age and stage of development. They play happily together or alongside each other. We saw children laughing and running around outside and others holding hands and skipping. Children are familiar with daily routines such as tidy up time, which makes them feel safe and secure. They wash their hands before eating, and enjoy a sociable lunchtime, chatting happily with friends and staff.

Children are encouraged to take turns and share during games, and we heard children say ‘please’ and ‘thank you’ routinely. Children are learning how to manage their behaviour and regulate their emotions. A child who wanted to take a toy home received thoughtful support to help them understand why they should leave it there, which soothed them.

Children are free to explore their environment and spend time on activities that interest them, which encourages them to learn and develop. Children have very good opportunities for imaginative play and enjoy a range of role-play activities. Several children enjoyed feeding or dressing their dolls. Children have regular exercise and fresh air and highly value the time they spend outdoors, engaged in active play. Messy play activities with sand, paint and water provide children with opportunities to be creative and have fun.

Children develop well and are confident and curious. They were unperturbed by our presence, often approaching us to ask what we were doing. One child could not wait to show us the toy bug they were playing with. Children learn self-help skills, which prepare them for attending school. They try to put on their own coats independently and serve themselves at snack time

Care and Development Good

Staff understand how to keep children safe and healthy. They understand their role in protecting children. They recognise signs and symptoms of abuse and are fully aware of their responsibility to report concerns to the relevant authorities; their knowledge is excellent. Accident/incident records are completed appropriately and are monitored. Children bring their own packed lunches and snacks are provided at the service. Drinking water is readily available. Staff provide interesting opportunities for children to be active and get fresh air, with regular access to the outdoor play area.

Staff care for children in a kind and relaxed way. They offer consistent praise and encouragement to children. We saw staff encouraging children to share toys and praising them for their efforts and achievements. Staff act as good role models and respond appropriately to children's individual needs. Behaviour is also very well managed and children's independence skills are consistently encouraged.

Staff support children's imagination and learning naturally; they play alongside them, encouraging number and language development consistently. Very basic written planning is in place, following events on the calendar or based on children's ideas in the moment. Staff encourage children's curiosity, letting their interests lead the play and learning. A child playing with a train asked a member of staff if they should put it away before playing in the home corner. The member of staff replied warmly, *"It belongs with the train set, but we can put it in the house if you like".* The child was pleased and used the train creatively in the home corner. Staff support each other well to respond to children's needs and interests. When a staff member was role playing using a tea set with a child, another child away led them away. Their colleague seamlessly took over so that both children had uninterrupted play. These activities created fun and laughter for all involved. A key worker policy and system is in place. Staff know children well and understand their preferences, but observations and development tracking are not completed consistently. Staff use regular conversational Welsh with the children.

Staff members offer positive play and learning experiences for children with additional learning needs. We saw skilled, confident interactions which enabled all children to be fully included. Parents told us that their children's individual needs are extremely well met and that they are kept well informed about their development.

Environment — Adequate

The environment is secure and provides ample space for children to play and learn. There are suitable risk assessments in place and staff complete daily safety checks for all areas used by children. Hand sanitiser is placed around the rooms to support good hand hygiene. Cleaning rotas evidence regular and frequent cleaning routines. Registers for children are complete but staff do not always sign out of the building. Staff ensure only authorised entry to the setting and keep a log of any visitors. Most routine maintenance checks for the building and appliances are undertaken. However, the electrical safety maintenance check for the building had expired, which is a regulatory requirement. Similarly, fire training for staff had expired, but has since been renewed by all staff. We have not taken enforcement action on this occasion, as the provider ensured that this was completed following the inspection. The responsible individuals told us that failure to renew fire training was an oversight and they did not realise that the electricity testing had expired. The gas certificate was not available on the day of the inspection, but this was provided promptly afterwards, and was in date. To ensure ongoing compliance with regulations, thorough oversight of all environmental safety matters is needed. Regular fire drill practices ensure children know how to evacuate the premises safely.

The responsible individuals ensure the environment is well maintained, welcoming and child friendly. There is one main playroom which has easy access to the outdoor space. Children's toilets are easily accessible and clean. The enclosed rear garden provides a rich environment for outdoor play. It includes good quality wooden undercover areas to promote all-weather learning and play. Resources include a large mud kitchen, real-life items, and sustainable materials. Indoor resources, furniture and equipment are of an equally good standard. There are several real-life household items and a wide range of good quality resources which provide children with valuable experiences. Resources promote children's curiosity and discovery. The base room is well-planned, and children move around easily. Managers have use of an office and a space for confidential conversations if needed.

Children access most items with ease, which supports their independence. A low-level sink and worktop within the playroom also encourages children's independence. The setting also has suitable low-level furniture such as child-sized table, chairs and soft furnishings. Staff clean toys and equipment regularly.

Leadership and Management — Good

Both responsible individuals (who are also persons in charge) are motivated and have the skills to manage the service effectively overall. The statement of purpose, which was updated during the inspection, provides an accurate picture of how the service runs. All staff work closely together, and leaders work hard to promote safe practices. They set clear aims to meet children's needs and follow the written policies and procedures to guide their actions. The complaints policy was updated during the inspection to reflect CIW's role regarding any regulatory issues. Almost all recommendation made during the previous inspection have been actioned. They have been unable to utilise an additional staff member to provide school transport, so parents are informed if they are ever unable to offer this service.

The responsible individuals actively support staff to provide a quality care provision to children and their families. The staff team are enthusiastic and take pride in their work. Staff we spoke with told us that they feel listened to and supported. The responsible individuals and team members complement each other and work together well. Appropriate checks to ensure staff are suitable to work with children are carried out before they take up their post. Staff files sampled contained almost all the required information, apart from a health declaration. This was rectified following the inspection. All staff have up-to-date Disclosure and Barring Service (DBS) checks in place and in-date paediatric first aid training.

The responsible individuals ensure all staff have the skills, qualifications and knowledge to provide a good quality, safe service to children. They provide regular training opportunities and one to one supervision sessions. This ensures all staff have opportunities to reflect on their practice and to extend their professional learning. All staff are encouraged to raise any concerns and share information within staff meetings, which promotes the sharing of good practice. They also recently increased opportunities to discuss matters as a team as they occur, which responsible individuals feel is further improving communication.

The responsible individuals undertake a comprehensive annual review and subsequent report. They consult with parents, staff and children. This feeds into an action plan for the year ahead. They are receptive to feedback and act upon issues which are brought to their attention, without delay. Partnerships with parents and other agencies are extremely positive. All staff work closely with Flying Start professionals, and parents are very complimentary of the service provided.

Recommendations to meet with the National Minimum Standards

R1. Re-introduce a system for consistent planning, observations and development tracking.

R2. Ensure staff consistently sign out of building.

R3. Maintain effective oversight of all environmental safety matters for the building.

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

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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