Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Gofal Plant Flourish.Cymru Childcare

Tonyrefail Primary School
Martin Crescent
Tonyrefail
Porth
CF39 8NT

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

07/09/2022

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About Gofal Plant Flourish.Cymru Childcare

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Flourish.Cymru International Ltd
Registered places	18
Language of the service	Welsh
Previous Care Inspectorate Wales inspection	20 January 2020
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

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 enjoy their time at Gofal Plant Flourish.Cymru Childcare. They confidently communicate their needs and views, showing a sense of belonging. Children are engaged and interested, with many opportunities to initiate their own activities and follow their interests.Nearly all staff implement the services' effective policies and procedures, keeping children safe and healthy and meeting their needs. Staff provide good care and attention, developing warm relationships. They provide varied activities and offer some opportunities for children to develop their independence skills.

People who run the service offer a safe, warm, and secure environment. Children can safely explore and access their play areas and have regular opportunities to enjoy the outdoor area. There is a range of good quality toys, resources, and equipment on offer.

There is strong and highly effective leadership at the service. They ensure that all the policies and nearly all records are fully completed and kept securely. They work positively to make improvements and ensure the views of parents/carers, staff and children are considered when evaluating their service. People who run the service ensure they keep parents well informed.

Well-being Good

Nearly all children are confident communicators as their wants, moods and needs are considered. For instance, the children asked for a drink or more food and they were given it. The views and interests of the children are valued and acted upon. They make choices about their play. For example, children access a range of recyclable materials and resources to make their own creation.

Nearly all children are excited and express enthusiasm and enjoyment. Children come into the service happy and relaxed. They have a strong sense of belonging, confidently coming to talk to visitors and going to staff for comfort and reassurance. They are familiar with the routines of the service. For instance, children went straight to wash their hands when first arriving at the service, without prompt.

Interactions between children and staff are consistently good. Children listen well to instructions during daily routines and respond to staff questions. They cooperate well and build nice relationships with their friends. We saw children working together while playing in the different areas. For example, two children worked in the construction area, sharing the resources, and showing each other what they had done. Nearly all of the children develop positive relationships, with older children playing with the younger children.

Nearly all children are enthusiastic and interested in play and learning. For example, one child got very excited when they noticed a scoop they could use in their play. They enjoy a good range of interesting indoor and outdoor opportunities and can choose to relax and have quiet moments. Children concentrate for a good amount of time for their age and stage of development. They take part in activities, resulting in a good feeling of achievement and high self-esteem. They are eager to share what they are doing or have done. For instance, a child got a book from the bookshelf, held a staff members finger, leading them to the carpet to read the book with them.

Children have many opportunities to initiate their activities and play themselves, and to influence their tasks and activities. The children have some good opportunities to develop their independence skills, enabling them to do some things for themselves successfully. For example, younger children were encouraged and praised when they removed their coats themselves. Children we spoke to said they enjoy coming to the service and there are lovely staff.

Care and Development — Good

Nearly all staff understand and implement policies and procedures to promote healthy lifestyles, physical activities, personal safety, and well-being. For example, they sanitise the table before snack and wash hands regularly. Staff have a clear understanding about the handover process at the end of each session and they identify and manage risks. For instance, they tidied the areas of the service, discussed safety with children and reminded them about keeping safe. They keep a record of accidents, incidents and administered medicines, ensuring that parents sign to acknowledge the entry. However, on the day of the inspection, they did not complete an existing injury record. Staff complete daily risk assessments and implement thorough cleaning practices and good hygiene. They offer a healthy snack and drink. Nearly all staff keep good records of the children's individual needs, and they have a very good understanding of their responsibilities to protect children.

Nearly all staff understand the behaviour management policy and consistently implement positive behaviour management strategies. We heard lots of communication, positive praise, and reward for good behaviour. For instance, they reminded children of the rules of the service *“We are kind to our toys”*. Nearly all staff are consistently responsive; they listen and respect the children's opinions. The interactions are positive, displaying warmth and kindness. Nearly all staff are sensitive to the needs and experiences of individual children.

Nearly all staff are committed to providing a wide range of play and learning activities. They support and encourage the children in their play. Nearly all staff are aware of children's individual development. They contribute to planning which develops the children's interests. Staff assess children's engagement in activities and change activities/resources/areas depending on the children’s preferences. Staff have a good understanding of what to do if they have any concerns about the children's development and they regularly share information with parents.

Environment — Good

People who run the service ensure that the environment is safe, secure, and well maintained indoors and in the outdoors. They ensure the doors are kept locked and record visitors to the premises. Fire drills are carried out regularly and they keep a record of these including worthwhile information. There are effective cleaning arrangements in place, reflecting good hygiene practices. People who run the service complete effective fire, general and individual area risk assessments. They follow a regular programme of maintenance and checks to ensure that the environment is safe. However not all safety certificates/records were available for inspection. Following the inspection visit, the people who run the service sent copies of the safety certificates/records.

People who run the service ensure that there is good indoor play space so that children can move freely. They ensure the environment meets nearly all of the children's needs. For instance, they store resources in open baskets, or on low shelves. People who run the service ensure that any play space in the outdoors is used regularly and we saw photographic evidence of this being utilized by all ages. People who run the service organize the environment appropriately and provide a wide range of play opportunities that are suitable for nearly all of the age ranges cared for.

People who run the service ensure children can access a wide range of furniture, toys, and equipment, both indoors and outdoors. For example, with support, children can use tools as part of their construction area. These are of good quality and offer opportunities to engage and stimulate children’s interest and imagination. Resources are age and stage appropriate and there are more challenging games, books, and resources for older children.

Leadership and Management — Good

People who run the service have a strong vision for their service that they share with others. They maintain and share an effective and up-to-date statement of purpose that accurately reflects the service provided and meets the National Minimum Standards. They collect and keep the required records including contracts, permissions, and individual needs of the children. People who run the service have good, clear policies, and ensure that these are implemented in practice. They engage with Care Inspectorate Wales (CIW), completing notifications about changes to the service. However, on the day of the inspection visit, they had not notified CIW of a new member of staff. Since the inspection visit, the service has completed the necessary online notification and all information is up to date. People who run the service have a good understanding of their responsibilities to promote the Welsh language. They meet the obligations of the 'Active Offer' of the Welsh language.

People who run the service actively implement self-evaluation. They seek and implement the suggestions of children, their parents/carers, staff, and other interested partners. They gather information and feedback, using this to create an effective quality of care report annually. People who run the service, have very good processes when dealing with any concerns and implement improvements in a timely manner.

People who run the service follow a safe recruitment process to safeguard children. They have satisfactory systems in place to carry out suitability checks as required. The performance management process is good and encourages staff to attend a range of training and to apply their learning. Regular good supervision and appraisals are carried out. There is a culture of continuous professional development that is modelled by the people who run the service. For instance, staff have opportunities to attend a range of training including first aid, dyslexia awareness and supporting children's health and well-being. People who run the service ensure that staff are deployed well to ensure staffing ratios are met and they meet children's needs. They keep an accurate record of the times that children are in their care.

People who run the service ensure that all communication and engagement systems with parents are good. They keep parents well informed. Parents said they are happy with the service and that staff are lovely and approachable. People who run the service ensure that when there are concerns about children's progress or development, there are procedures and protocols in place for sharing information.

Recommendations to meet with the National Minimum Standards

R1 – Ensure that the service keeps a copy of the premises safety certificates/records and that these are available for inspection.

R2 – Ensure that the existing injuries form is completed.

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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