Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Roseland Childcare

1 Lombard Street
Barry
CF62 8DP



Date Inspection Completed

25/06/2024

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About Roseland Childcare

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Roseland Childcare Ltd
Registered places	18
Language of the service	English
Previous Care Inspectorate Wales inspection	26 January 2023
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	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	**Adequate**
Leadership and Management	**Good**

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

Summary

Children can make choices at the setting. They are happy and settled and enjoy their day. They feel safe and secure in the care of responsive staff who know them well. Children benefit from good opportunities for play and learning and develop independence.

Staff have a good understanding of how to keep children safe and healthy. They are patient, kind and caring towards children and each other. Staff support children's learning and development effectively through a range of activities and opportunities. These are led by children's interests and developmental needs.

The environment is safe and secure. It offers a welcoming space with a 'home from home' feel. Routine safety checks and certificates for the building are in place. The environment is set up to promote children's play and learning and there is an outdoor area which children access daily. Children have access to toys and resources that aid their development both indoors and outdoors.

People who run the setting are well qualified and experienced and place children's well-being at the heart of what they do. They regularly review the care they provide. The staff team are well supported. People who run the setting have established good partnerships with parents and outside agencies.

Well-being Good

Children have opportunities to make decisions about how they spend their time at the nursery and can choose what to play with from the resources available to them. Children of all ages and stages of development express themselves confidently. They know staff listen to their needs and wants and show an interest in their play. Children's voices are strong at the setting. Their interests are considered when planning future activities.

Children are happy, settled, confident and enjoy attending the setting. They cope well with separation from their parents and carers and form positive emotional attachments with staff who know them well. Children benefit from the small size of the setting which ensures they are familiar with most staff; we saw them confidently greeting staff from all areas of the setting when they saw them. We saw younger children readily approach staff for reassurance and cuddles when needed and saw children across the setting confidently asking for help and support. Children are familiar with the routines which adds to their sense of safety and belonging. For example, we saw children calmly assemble at the 'sun cream salon' as they happily looked forward to going outside.

Children play well together and alongside each other according to their age and stage of development. Children are building friendships, and we saw them chatting animatedly to each other at lunch time. Most children are self-disciplined and understand the rules of socially acceptable behaviour. They show respect for people and take care of equipment and resources around the nursery.

Children are motivated and engaged in their play and learning. For example, we saw children listen attentively to stories, young children laughing as they ride on bikes in the garden, and children concentrating as they complete puzzles. There is a good balance between child led and adult led activities. Children have many opportunities to initiate their own play.

Children have good opportunities to develop their independence skills. We saw young children independently feeding themselves. Older children independently walk downstairs to access the toilet facilities and wash their hands, with encouragement and support from staff where needed. Children are encouraged to put their shoes on independently.

Care and Development — Good

Staff at the setting implement policies and procedures effectively to keep children safe and healthy. Staff we spoke to have a clear understanding of safeguarding issues, the signs and symptoms of abuse and their own duty to report concerns. They promote health and hygiene effectively. For example, staff encourage children to wash their hands after using the toilet, playing outside and before food. Staff encourage children to enjoy time out of doors as far as is possible, thus supporting them to benefit from fresh air. They are careful to ensure that children are kept safe in the sun, and we saw staff apply sun cream to children regularly, encourage them to wear sun hats and check the temperature and shading of the garden. Staff record accidents well and share this information with parents. Leaders at the setting monitor these to look for any patterns and trends. Staff record incidents and pre-existing injuries and leaders have started to develop systems to ensure these are also formally monitored and any follow up actions are systematically recorded. Staff manage medication safely at the setting and fill out documentation carefully and accurately. During the course of the inspection, leaders made changes to the documentation to further improve the clarity of the information recorded.

Staff manage behaviour well at the setting. They are kind, gentle, positive, and warm and this sets the tone for interactions at the setting. Staff are clear about boundaries, observant of children and gently and clearly encourage children to be kind and show respect for each other. For example we heard staff intervene gently to change the direction of play between two children when they saw one child start to become unsettled. Staff know children well and naturally adjust the care and the behaviour strategies they use to suit each child, being mindful of their stage of development.

Staff support children's learning and development effectively. They regularly observe children's play and learning to track their progress. This helps them plan activities to encourage children's next steps in learning and development. We saw that children's views, interests and reactions to activities are recorded and considered when planning further activities and new developments. Staff are observant and alert for signs that children may have emerging additional learning needs. Children with additional physical or learning needs are supported very well and staff make many adjustments, to ensure they receive care appropriate for their needs. They are pro-active and work well with outside agencies to support these children. Staff know children extremely well and are knowledgeable as a team and individually about all aspects of their care, however not all the information that staff shared during the inspection was noted in children's files.

Environment — Adequate

The environment is generally safe, secure and well maintained indoors and outdoors. The front door is locked, staff ensure only authorised entry to the setting and maintain a visitor's log. The outdoor area is securely fenced. There are risk assessments in place and safety measures such as stair gates throughout the property. Staff complete daily safety checks indoors and we saw them check the garden for safety and to ensure it was a suitable temperature before children went outside. Fire procedures are in place and staff carry out fire drills. However, records show these are not carried out regularly enough to ensure all children are familiar with evacuation procedures.

The environment is suitable, welcoming and child friendly. The setting operates from a house, adding to the 'home from home' feel. For example, children happily greet the leaders of the setting by name as they walk past the office and the kitchen to visit the toilet. The setting has furniture to support children's independence. For example, child sized tables and chairs. There is an outdoor play area which children evidently enjoy. Although small, it presents some interesting opportunities for children to play and learn. For example, we saw how some children enjoyed riding on bikes, some enjoyed balancing on tyres and still others played happily in the toy house. There are a suitable number of children's toilets and nappy changing facilities available.

Children have access at their level to some interesting toys and resources that aid their development. However, all children did not have free access to a wide range of indoor toys on the day of inspection. The resources are clean and in a good state of repair.

Leadership and Management — Good

People who run the setting are well qualified and experienced. They place a high priority on creating a warm, caring, home from home setting for children. There is a clear and up to date statement of purpose enabling parents to decide if the setting is right for their child. There are suitable policies and procedures in place which are regularly reviewed, however a minority of these would benefit from further review to ensure they are clear. There are also systems in place for recording, filing and organising paperwork.

People who run the setting carry out self-evaluation and plan for improvements. They obtain feedback from parents, children and staff and reflect on practice to produce a Quality of Care report annually. They have fully engaged in the inspection process as a means to improve quality.

Staff files are up to date and people who run the setting undertake all relevant checks to ensure staff are suitable to work with children. Staff we spoke to told us they were happy and supported. People who run the setting ensure staff receive supervision and appraisals and hold regular staff meetings. Supervision records and staff meeting records evidenced that working relationships between the people who run the setting and the staff team are strong and a culture of openness and honesty is encouraged.

People who run the setting and staff seek to establish positive relationships with parents and maintain good communication. They share information via an app and handover at the door and provide opportunities for further discussion if needed. They have established good relationships with outside agencies and professionals and work in partnership with them to provide quality care for children. They ensure that when there are concerns about children's progress or development, they share information and work with parents and professionals to support children. Parent feedback indicated good levels of satisfaction with the care their children receive with comments such as '*I could not think of a better setting for my child*'.

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 5 - Records	Ensure children's individual records are regularly updated with all information relevant to their care.
Standard 24 - Safety	Review fire procedures and increase frequency of fire drills to ensure staff and children are familiar with what to do in an emergency.
Standard 23 - Equipment	Ensure there are sufficient resources freely available to children to maintain their interest and provide a rich play and learning environment.

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)
Review key policies to ensure they are clear.

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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