Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Gofal Plant Flourish Cymru Childcare

Ysgol Gynradd Gymunedol Gymraeg Llantrisant
Ffordd Cefn Yr Hendy Miskin
Pontyclun
CF72 8TL

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

16/11/2022

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About Gofal Plant Flourish Cymru Childcare

Type of care provided	Children's Day Care Sessional Day Care
Registered Provider	Flourish.Cymru International Ltd
Registered places	24
Language of the service	Welsh
Previous Care Inspectorate Wales inspection	This is post registration inspection
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	**Adequate**
Care and Development	**Adequate**
Environment	**Adequate**
Leadership and Management	**Adequate**

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

Summary

Children enjoy their time at Gofal Plant Flourish Cymru Childcare. They feel safe, happy, relaxed, and have developed positive bonds of affection. Children enjoy taking part in activities and play, as well as being able to follow their own interests. They experience positive interactions and receive lots of encouragement.

Staff ensure children are well looked after. They follow adequate cleaning and hygiene practices and remind children about keeping safe. 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.

People who run the service offers a safe and welcoming environment. They carry out regular maintenance checks, with reviews and updates to their policies and risk assessments as and when required. They have a well organised environment which allows children to explore safely as well as offering a broad variety of play and learning resources.

People who run the service work positively. They complete worthwhile self-evaluation and have a suitable recruitment process in place. People who run the service supports and develops their staff and keeps parents adequately informed.

Well-being Adequate

Children are often confident communicators as their wants, moods and needs are generally considered. They have the option to join in with activities or follow their own interests. Children confidently move the resources from one area to another to suit their play. For example, a child decided to move the play dough into the role play area kitchen to cook in the oven.

The children are excited to come to the service. We saw some of the morning children jumping and smiling happily as staff opened the gate to welcome them in. Children cope with separation as appropriate daily transitions recognise and support individual needs. For instance, children went to staff for comfort and support if they were feeling sad. Children are content and express enjoyment. They have a sense of belonging and begin to form friendships. For example, children approached staff to give a surprise hug and another child sat on a staff member's lap to share a book.

Interactions between children and adults are positive. They are excited to share their feelings and news with the staff. Most children cooperate well and are generally engaged and interested. They are familiar with the service routines. For example, the children knew that the bell signified tidy up time and the children went to sit on the carpet after snack without prompt. Children begin to show empathy and become sensitive to the needs of others. For instance, we saw children helping each other during snack time.

Children engage with their play and learning. They explore the environment with confidence and enjoy choosing their play. For example, a child used a metal pan lid, to create their own musical instrument. They enjoy a reasonable selection of appropriate opportunities both indoors and outdoors and can also relax and have quiet time.

Children have many opportunities to pursue their own instincts, ideas, and interests. For example, children began joining the 'disco coch' but then moved to another part of the room to play in the role play area, following their preferences. Children engage in activities that give them a feeling of achievement and self-esteem. For example, children showed enjoyment as they learned the game of 'what's the time Mr Wolf' and looked proud as they were chosen to be Mr Wolf. Children experience a variety of opportunities that are age/developmentally appropriate and promote their all-round development. Children have some opportunities to develop their independence skills, enabling them to do some things for themselves successfully. For example, children were confident to hang coats and bags under their own picture and could wash hands independently. The children said they enjoyed coming to the service and loved playing with friends.

Care and Development — Adequate

Many staff have a solid understanding of implementing policies and procedures and work towards promoting healthy lifestyles, physical activities, personal safety, and well-being. They remind children to be safe whilst playing or exploring. For example, reminding children about walking around the playroom and supporting children in their risk taking. They follow adequate hygiene practices. For example, encouraging children to wash their hands. However, this is not done consistently. For instance, the tables were wiped and sanitised in the morning before snack, but this was not done in the afternoon. Staff promote healthy eating and drinking, offering milk or water as part of their snack. Staff have a clear understanding about what to do if they were concerned about a child and confidently answered a child protection scenario. Staff understand their responsibilities to protect children.

Most staff understand the behaviour management policy and consistently implement positive behaviour management strategies. Nearly all staff are sensitive to the needs and experiences of individual children. For example, staff sat with the children and bent down to the children's level to talk to them. They speak to the children in a warm and friendly manner and provide encouragement or praise. Most staff are consistently responsive; they listen and respect the children's opinions. The interactions are positive, displaying warmth and kindness. Staff listen to children’s views, questions and requests, responding to them positively.

Many staff provide an appropriate range of play and learning activities. They ensure that the play areas provide adequate opportunities for their play and learning. Many staff are beginning to contribute to and plan for the new Curriculum. They record the children’ choices and opinions, the children's engagement with an activity, next steps and carry out a simple assessment on the children. Many staff support children to develop their independence skills and to do things for themselves. Many staff recognise when children may have additional needs. They support parents with any concerns about children’s development or progress. They take appropriate action and make use of the support services.

Environment — Adequate

People who run the service ensure that the environment is generally safe, secure, and reasonably well maintained, both indoors and outdoors. The indoor and outdoor environment is locked securely and there is a visitor book in place. They carry out basic cleaning arrangements that reflect satisfactory hygiene practices and record the daily tasks undertaken. Their adequate infection control practices reduce any risks to overall health and safety of children. People who run the service complete satisfactory assessments of general risks and fire risks that are reviewed and acted upon. They use a daily safety checklist and carry out a half termly checklist to monitor the environment.

People who run the service ensure that the environment has adequate indoor play space for children to move freely, most of the time. Children have a large playroom as well as access to an outdoor play area. Indoors, children can play in a range of areas such as a building area, a creative area, a mathematical area, and small world area. They ensure that the environment meets many of the children's needs and enables many of them to reach their full potential. For instance, there is low level storage which means children can access toys and resources independently. People who run the service ensure that any outdoor play space is used regularly.

People who run the service ensure that almost every single child can access a wide range of age-appropriate and quality furniture, toys, and equipment. They offer suitably sized tables, chairs, toilets, and sinks. They offer resources which stimulate children's interest and imagination. People who run the service offer some natural resources and ensure that wall displays include children’s work to show a sense of belonging. People who run the service organise the environment appropriately so that it provides a satisfactory range of play opportunities which are suitable for most of the age ranges cared for.

Leadership and Management — Adequate

The leadership at this service is developing. People who run the service maintain and share an effective and up-to-date statement of purpose that accurately reflects service delivery and meets the National Minimum Standards. They have a range of good policies that are frequently reviewed and ensure that these are generally implemented in practice. However, the nappy changing policy had not been followed correctly and the most recent copies of the policies were not in the policy file at the service. They keep important records about the children such as a contract, accidents, incidents, and the administration of medicines. However, there was no space for a parental signature to indicate that they had acknowledged the administration of medicine entry. Since the inspection visit, the service has implemented a new administration of medicine record with a space for parents to sign. People who run the service engage with Care Inspectorate Wales (CIW) and inform CIW of most significant events. However, the responsible individual had not notified CIW that there was a change to staff working at the service. Since the inspection visit, the service has completed the notification of changes to staff members.

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 produce a worthwhile report which reflects on their previous year, the changes they have made, where they wish to make further improvements and, in some parts, how they will measure/monitor the impacts of the changes they wish to make.

People who run the service follow a safe recruitment process to safeguard children. They have an adequate system in place to ensure staff are suitable. However, not every piece of evidence for all staff was available for inspection. Since the inspection visit, the service has submitted evidence to demonstrate that all staff suitability checks are in place. Performance management is good and encourages practitioners to attend mandatory training. Good supervision and appraisals are maintained. However, there was no evidence that all staff received regular supervisions. Since the inspection visit, the service has provided evidence to show that all staff members receive regular supervisions. People who run the service ensure staff are deployed to meet the correct staffing ratios and children's needs are met.

People who run the service ensure that communication and engagement systems with parents are adequate. They generally keep parents informed through verbal feedback, the use of a messaging service or email. Parents of the service gave very positive feedback, saying that they have seen their child developing and that they could speak to staff about any concerns they may have. People who run the service have developed positive relationships with relevant professionals, the community, and other stakeholders.

Recommendations to meet with the National Minimum Standards

R1 – ensure staff consistently implement good hygiene practices

R2 – ensure that the policies are updated and that the most recent copy is in the service file

R3 – ensure parents sign the administration of medicine record to acknowledge the entry

R4 – ensure all paperwork is available for inspection.

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.

Date Published 01/02/2023