Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

**Les Tous Childcare**

**29 Park Road**
**Barry**
**CF62 6NX**



## Date Inspection Completed

10/01/2022

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# About Les Tous Childcare

| | |
|---|---|
| Type of care provided | Children's Day Care<br>Full Day Care |
| Registered Provider | LES TOUS GRANDS Ltd |
| Registered places | 19 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | This is the first inspection since registration |
| Is this a Flying Start service? | Manual Insert<br>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. |

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

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

## Summary

Children are happy and comfortable in their surroundings and have fun playing with their friends. The setting is very child centred, with a strong emphasis upon children directing their own play and learning. Children develop trusting relationships with staff and have suitable opportunities to develop their social and independence skills.

Staff care for children in a warm and responsive manner. They are appropriately qualified and know the children they care for well. They offer interesting and fun activities for children in a very relaxed and way, whilst remaining professional. Some procedures need embedding within practice but overall they are able to keep children safe and promote their development.

People who run the service have created a secure and welcoming environment for children to play and explore. The environment is clean and equipped with well-maintained resources that are appropriate for the age and stage of development of the children. Some health and safety issues need attention, which the responsible individual is committed to achieving.

The responsible individual has a satisfactory and increasing understanding of the National Minimum Standards and Regulations. Some documentation and procedures require review. Managers offer staff support in their roles and are committed to improving practices for children's benefit. Parents we spoke with were complimentary of the care their children receive.

## Well-being — Good

Children of all ages make choices and staff actively support this. They explore, play and choose their toys freely. Children are confident to speak, express themselves and communicate their needs. Indoors, resources are easy for children to access, which ensures their play choices are met. Children have a voice. Their opinions feed into the annual quality of care review and children's likes and dislikes are listened to.

Children are happy and well settled at the nursery. They have warm relationships with staff and readily approach them for guidance or comfort. Children form friendships at the setting in line with their age and stage of development. They play happily together or alongside each other. We saw children absorbed in building 'towers' out of blocks while staff subtly encouraged use of counting, colours and imagination. Children are familiar with the setting routines, which makes them feel safe and secure. They wash their hands before lunch, and enjoy a sociable lunchtime, chatting happily with their friends and staff.

Children are encouraged to be kind and considerate towards their peers. They are learning to take turns and share during games and we heard children say "Please" and "Thank you". We saw a child asking to join in a game and be warmly accepted into the activity. Children understand the rules; we saw older children who arrived after school, modelling good behaviour for the younger ones, and the different age ranges mixed together well.

Children are free to explore their environment and spend time on activities that interest them, which encourages them to learn and develop. They concentrate for appropriate periods of time during craft activities and games. Children are inquisitive and keen to show adults what they can do. For example, several children asked us what we were doing and another child asked us if we wanted "to see a really cool trick", before showing us how to spin hoops along the floor.

Children are encouraged to do as much for themselves as possible. They tidy up after play and at lunch time they are urged to try opening items in their packed lunch before staff intervene. Children at this setting access the toilet independently and routinely wash their hands as necessary.

## Care and Development — Adequate

Staff understand how to keep children safe and healthy. They successfully implement policies and procedures to help keep everyone safe during the Covid-19 pandemic. This includes increased hand washing and only allowing essential visitors into the building. Staff we spoke to understand their role in protecting children. They recognise signs and symptoms of abuse and are aware of their responsibility to report concerns to the relevant authorities. Accident/incident records are completed appropriately and are evaluated on an annual basis. Children bring their own packed lunches and the responsible individual told us that due to pandemic, snacks that are offered currently are mostly pre-packed. Drinks are available, but we noted that children had to ask staff to fetch them as they were kept in bags behind safety gates. Staff provide suitable 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 well managed.

Staff support children's imagination and learning naturally; they play alongside them, encouraging number and language development. Basic written planning is in place, but activities are mostly planned in the moment. Staff encourage children's curiosity, letting their interests lead the play and learning. When a child unexpectedly said they would like to build a den, a member of staff went to fetch items to help them to do this. Similarly, children suggested games such as "What's the time, Mr Wolf" which staff enthusiastically joined in. These activities created so much fun and laughter for all involved. Staff know children well and understand their preferences, but observations and development tracking for relevant children is not being completed. A key worker policy and system is not currently in place. We heard a small amount of incidental Welsh during the inspection. Staff have good relationships with their colleagues and communicate appropriately with each other.

| Environment | Adequate |
| --- | --- |

The environment is safe and secure for children. All visitors are asked to sign into the building and non-essential visitors have not been inside during the Covid-19 pandemic. Suitable risk assessments are in place for the setting. Daily safety checks of the areas used by children are undertaken but we noted that room temperatures were not being monitored and recorded. The responsible individual has since rectified this. Safety gates are in place where required. Records show that fire drills during the first half of 2021 were done in excess of National Minimum Standards, but a recent fire practice drill had not been undertaken. The responsible individual ensured that this was done immediately following the inspection visit to ensure ongoing compliance in this area. Risks relating to Covid-19 are well managed within the environment, although the risk assessment in place has not yet been updated to reflect a change in practice due to a change in government guidance. The Infection Control Audit Tool completed for the setting is also out-of-date. Appropriate car insurance and checks are in place as required. Most routine maintenance checks for the building and appliances are undertaken, although the maintenance checks for fire extinguishers and blankets is pending.

The environment is well maintained and provides a welcoming, child friendly space. Children have ample space to play and learn across two separate base rooms. Children's toilets are easily accessible and are kept clean. There is an enclosed rear garden to promote play in the fresh air. The responsible individual told us that they would like to further develop this area in the future.

Resources are appropriate for the age of the children and are of suitable quality. Children are able to access most items with ease, which supports their independence. Some boxes of toys are labelled bilingually. Gaming equipment and televisions are available for use during quieter times and in particular, after school. Toys and equipment are cleaned regularly, which is especially important during the current pandemic. The setting has suitable furniture such as child sized table, chairs and soft furnishings.

## Leadership and Management — Adequate

This is a developing setting and the responsible individual manages it to a satisfactory standard overall. There is a suitable statement of purpose providing parents with important information about how the setting runs. All managers present during the inspection engaged fully in the inspection process. They work closely together and keep the responsible individual updated. Most required policies and procedures are in place and most are up-to-date. There is a policy in place regarding children with additional needs, but the new Additional Learning Needs Code for Wales 2021 is not yet reflected in the policy or staff training. A basic safeguarding policy is in place but there it does not include the newest guidelines and there is no system currently to record concerns of a child protection nature or pre-existing injuries. The whistle blowing policy does not include details of the agencies that issues should be reported to.

People who run the service undertake an annual review of the service and subsequent report. This is informed by questionnaires sent out to gather feedback from parents and children. The responsible individual told us that they intend to develop the rear outside space further when they have decided what would be of most benefit to children. Complaints received are handled appropriately and promptly by the responsible individual.

Overall, staff are well-managed and they speak highly of the support they receive from managers. Staff turnover is low. Staff files sampled during the inspection contained almost all of the required information, with some information added during the course of the inspection. People who run the service make themselves available to staff, but care is needed to ensure supervision and appraisal meetings for all staff, including the persons in charge, are formally recorded and completed consistently. All staff have up-to-date Disclosure and Barring Service (DBS) checks in place. The responsible individual confirmed that they adhere to the correct number of staff trained in first aid, appropriate to the number of children being cared for.

Partnerships with parents are positive. Parents we spoke with were complimentary of the service provided and said they have peace of mind that their children are safe and happy when attending. One parent described what she feels is a “unique setting”, where children are entertained, communication is good and appropriate boundaries are in place, whilst also creating a relaxed, home-from-home environment.

**Recommendations to meet with the National Minimum Standards**

R1. Ensure drinking water is easily accessible to children at all times.

R2. Implement a formal system to monitor children's development and implement a key working policy/system.

R3. Update the Covid-19 risk assessment and review infection control audit tool.

R4. Update the safeguarding policy to include the most recent guidance, implement a 'concerns' and 'pre-existing injuries' template and amend the whistle blowing policy.

R5. Upskill on new Additional Learning Needs Code and review existing policy to reflect the changes in supporting children with additional learning needs.

R6. Ensure supervision and appraisal for all staff is recorded and consistent.

| 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 | N/A |

| | | |
|---|---|---|
| | inspection | |

| 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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