Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Pengwinau Bach Ltd

8 St. John Street
Whitland
SA34 0AN



Date Inspection Completed

07/01/2025

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About Pengwinau Bach Ltd

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Pengwinau Bach Ltd
Registered places	16
Language of the service	Both
Previous Care Inspectorate Wales inspection	This was their first inspection following registration.
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	This service 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 have a strong voice at this service. They know their needs, preferences and feelings will be taken into account and they can make their own choices and decisions. Children express enjoyment and they are comfortable, relaxed and settled. Children have good opportunities to follow their own interests, and they enjoy taking part in self-directed activities as well as some planned activities on offer.

Nearly all staff implement policies consistently and promote physical activities, personal safety, and well-being. Staff are qualified, knowledgeable, kind and caring towards children; they show genuine passion in their roles. Staff provide a nurturing and child led setting. They are committed to providing a balanced range of play and learning activities. Staff plan and assess purposely to ensure children's interests and curiosities are developed further.

People who run the setting have good measures in place to ensure the environment is safe, secure and well-maintained, indoors and outdoors. The environment has good indoor and outdoor play space for children to move freely. People who run the setting ensure the outdoor play space is used daily. Overall, they ensure children have access to a good range of resources and equipment to nurture children's overall developmental skills.

Leadership and management of the setting is good and kept in an organised manner. They are passionate in ensuring they offer a high standard of care to children. They have developed good partnerships with parents and carers. There are suitable systems in place for managing records, maintaining policies and reviewing the quality of care.

Well-being — Good

Children are happy and relaxed at the setting. They benefit from consistent staff who know them well. Children build affectionate bonds of attachment as they receive lots of attention from staff who interact well with them. During outdoor play, children confidently greet staff and other children. They are settled and are clearly familiar with routines, for example, they know when it's time to go outdoors and fetch their coat. Children join in with activities enthusiastically. For instance, they showed great joy as they took part in the 'Tag' activity outdoors. We also saw a child cuddle a staff member which demonstrates positive relationships have been built. Their voice is strong, and this was evident during lunch time when a child stated they did not want their sleeves rolled up and this was acknowledged by staff. Children have the choice of what and where they want to play and get to make directed choices within their play, for example choosing which picture they wanted to colour from the selection available. Their feelings and needs are acknowledged and valued.

Interactions between the children and the staff are consistently good. The children co-operate well for their age. For example, they happily shared and waited for their turn with the ball and ride on toys during outdoor play. Children have a sense of belonging and are beginning to form friendships with each other. Children show affection and care towards each other. For example, children chat happily to one another as they wait for a child's nappy to be changed.

Children are interested in their play and learning. They enjoy a small range of opportunities indoors and outdoors. They have the freedom to safely explore the environment. They are self-motivated to initiate their own play and to influence their tasks. This was evident during outdoor play as children suggest they move to music. Outdoors, we saw a child pretend to cut the grass with the plastic play lawn mower. Indoors, we saw young children enjoy exploring a shape sorter and sensory items in baskets, moving mirrors from one basket to another.

Children have some opportunities to develop their independence, for example staff ask children to assist with tidying of resources and older children access the toilet and wash their hands independently. During snack and lunch time, older children feed themselves independently, however opportunities to be fully independent during food time is limited. Children confidently access resources and activities.

Care and Development Good

Staff have a good understanding of their roles and responsibilities within the setting. They are clear about the safeguarding process and the procedures to follow in order to ensure the welfare of children in their care. They have a satisfactory knowledge of policies and procedures and maintain appropriate records in these areas. However, not all policies and procedures are followed stringently, for example the nappy changing policy.

Overall, staff show an understanding of their responsibilities in relation to infection control. Staff work together to ensure that there is an approach in relation to hygiene practices in the setting and we viewed frequent hand washing and sanitisation using anti-bacterial gel. Staff ensure children wash their hands regularly and younger children are provided with anti-bacterial foam rather than soap and water. People who run the setting employ a cook to prepare meals, and overall food and drinks provided at the setting are healthy. However, we did discuss the Food and Nutrition Guidance for Childcare Providers. Following the visit, amendments were made to the menu. There is a robust system in place to manage allergies and dietary preferences. Staff follow appropriate hygiene procedures in relation to preparing food, however staff assisting with food at snack and lunch time do not wear personal protective equipment. Staff ensure sleeping children are monitored and sleep checks are recorded via the app used by the setting.

Staff work well together to support and promote children's behaviour effectively. They are positive role models for children in their care, treating each other and children with respect and kindness. They give consistent praise and encouragement, and this fosters a calm atmosphere in the setting. Staff show interest in children's work and are happy to play with children to support their learning and development. They encourage children to develop by offering opportunities in a relaxed manner, *"If I draw your name in dots, would you like to go over them for me?"* There is an appropriate behaviour management policy and staff follow the strategies outlined in it so that practice is consistent, and children understand what is expected. Staff are effective at promoting good manners.

Staff are supportive, nurturing and engage positively with children to support their play and development. Staff record and identify children's progress and next steps and share this information via the app they use as well as verbally during collection. Staff keep a written record of observations as well as photographs and samples of work, however not all observations are dated. There is also a system for planning activities; however, no formal planning was in place on the day of the visit as children were settling back to nursery following the Christmas holidays. Children receive consistent care from an adult who knows them well. During activities, staff are understanding of children's individual needs and allow children the space to follow their interests and choose what they want to do. For example, they allow children the opportunity to choose colours and pictures as they please. We saw good practice in both base rooms, with staff attentive to the needs of children and supportive of their play. Staff are effective at promoting the use and understanding of the Welsh language.

Environment — Good

People who run the setting ensure the premises are warm, welcoming and child friendly. The environment is safe, secure, and suitable for its purpose. Staff complete daily risk assessments of the premises and there are detailed risk assessments covering all aspects of the service. Fire evacuation drills are completed at regular intervals; however not all records reflect the time of the drill, and the number of adults and children present. Safety certificates are up to date for the premises. The outdoor area is secure for children to play in comfort.

The environment is well maintained and the base room for older children provides children with areas for different play activities. Children in the baby room have access to a small play area including sensory toys and a collection of books. People who run the setting ensure children can independently access resources by providing low-level storage, furniture, and equipment. The bathroom and kitchen are clean and appropriately maintained to a good standard. Base rooms are sufficiently spacious, designed with children in mind and afford a good degree of natural light. There is also a designated sleep room and a sensory room. There is space for children's belongings and displays of children's artwork, giving them a sense of belonging and attachment to the setting.

There is a suitable range of toys and learning materials to meet the needs of children. Indoors, there is a range of resources for younger children which includes building blocks, role play toys, musical toys and sensory toys. Older children have access to role play toys, construction play, mark making resources, and books. There is enough floor space for younger children to move and explore the environment comfortably. However, the range of natural, sustainable, multi-cultural and diverse resources is limited.

People who run the setting understand the importance of outdoor play to promote children's development and ensure children have access to the outdoors during the day. The outdoor environment is accessible to children. It is spacious and provides a space for children to move around easily. The outdoor area is safe and secure and offers a range of appropriate play opportunities and equipment including a playhouse, planting areas, mud kitchen, role play and climbing equipment.

Leadership and Management — Good

People who run the setting have good systems in place to ensure the smooth operation of the setting. They have shared an updated Statement of Purpose with Care Inspectorate Wales during the course of inspection and includes the information required by National Minimum Standards and the regulations. People who run the setting ensure contracts and permissions for children are in place, however we did discuss permission for the means in which they use a machine for the preparation of children's milk bottles. Public liability insurance is valid. There are appropriate policies and procedures in place and reviewed and updated as and when required.

People who run the setting follow timely and robust recruitment processes to safeguard children. They have good systems in place to update suitability checks as required. Staff files are in place and include the documentation required by regulation. However, one staff file was missing a job description. People who run the setting confirmed this was in place following the visit. There is a good induction procedure for new staff. The performance management process is mostly in place with annual appraisals and supervisions undertaken so staff can discuss their practice and development needs, however the recording of these meetings is not always evident. All staff said they enjoy their work and feel very well supported by management. Management of the service is effective with arrangements in place for regular team meetings.

People who run the setting keep a record of children and staff attendance, however on the day of the visit records did not evidence staff leaving the building to undertake school runs. Following the visit, we were provided with evidence of amended records which reflect times in and out for all school runs undertaken. They deploy staff in an organised way. All staff sign in and out at the end of the day.

People who run the setting have established good systems for the evaluation of the service and are committed to improving outcomes for children and their families. They self-evaluate and seek feedback from parents, staff and children so developments and improvements can be actioned and addressed.

Partnerships with parents and outside agencies are positive. A handover is provided to parents on collection, with verbal information shared about their child's time in the setting. Photographs of daily activities and other updates and information are also shared via their app. Parents report a very good level of satisfaction with the care their children receive. Parents are complimentary about the service, and this is evident from the conversations we had during the inspection process and from feedback questionnaires received following the visit. Parents stated how happy they are with the setting, the staff team and the quality of care given to their children, *"They're brilliant. My child loves it here and has come on loads since being there"* as well as *"The whole experience is excellent for both child and carer. Excellent nursery that goes above and beyond."*

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	
15	The provider is non compliant as the statement of purpose is missing information on routines and activities.	Achieved

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 10 - Healthcare	Further develop hygiene within nappy changing and whilst assisting at food times.
Standard 8 - Nurture and well-being	Provide further opportunities for children to be independent, for example at meal times.
Standard 24 - Safety	Further develop fire drill records to include the time and number of staff and children present.
Standard 23 - Equipment	Further develop the range of loose parts, sustainable materials, multi cultural and diverse resources on offer.
Standard 13 (Day Care) - Suitable Person	Formalise supervisions and ensure these are recorded.

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)
Ensure observations recorded are dated to monitor progression/regression.
Ensure parental permission is in place for preparation of children's milk bottles.

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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