Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cylch Meithrin Teifi

Ysgol Y Ddwylan
New Road
Newcastle Emlyn
SA38 9BA

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

26/06/2024

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About Cylch Meithrin Teifi

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Cylch Meithrin Teifi
Registered places	19
Language of the service	Welsh
Previous Care Inspectorate Wales inspection	This was their first inspection following registration.
Is this a Flying Start service?	Yes
Does this service promote Welsh language and culture?	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 communicate their wishes and have appropriate opportunities to make choices and decisions about what affects them. Their interests and decisions are taken into account, and they interact well. Children are well settled and have some opportunities to develop their independence skills.

Staff are developing their understanding of policies and procedures to promote healthy lifestyles, physical activities, personal safety and well-being. Overall, they have a basic understanding of their responsibility to safeguard children. Staff know the children well and interact positively with them.

Staff provide a safe and clean environment. People running the service have suitable measures to keep the environment safe and secure. All areas indoors and outdoors are organised, and resources are suitable for children's needs, stages of development and accessible to them.

People running the service do not comply with all regulations and many relevant requirements within the National Minimum Standards. They keep some records and certificates in order. Overall, leadership and management of the service is adequate.

Well-being — Adequate

Children communicate their wishes, and their needs are considered. They have appropriate opportunities to make choices and decisions, for example where they play and how long for. Children's interests and decisions are taken into account. For example, children choose their favourite song to sing during circle time and get to choose where to play during indoor and outdoor play.

Children are content and settled. They have formed relationships with the staff and other children. They are familiar with their surroundings and routines. Their feelings are acknowledged, and they are developing bonds of attachment and affection is evident. For example, we saw children confidently exploring the role play area, preparing and presenting food for staff members.

Interactions between children are positive and children are engaged in limited activities that have been arranged for them, for example blowing bubbles outdoors. Children enjoy spending time exploring resources such as a box of wooden building blocks. They take part in activities such as jigsaws and exploring the under the sea themed tuff tray.

Children have some opportunities to develop their independence skills enabling them to do things for themselves. During snack time, children enjoy choosing what they want to eat from their packed lunch and some attempt to open packaging independently. Children are confident in placing their rubbish in the bin when they have finished eating as well as placing chairs under the table. However, children have missed opportunities to be fully independent. For example, independent access to their own drinks is not promoted throughout the day.

Care and Development — Adequate

Staff are working towards implementing policies and procedures to promote healthy lifestyles, physical activities, personal safety and well-being. Nappy changing is carried out with care and dignity. However, stringent hygiene levels are not fully implemented during the nappy changing procedure. Not all staff are fully confident of their safeguarding responsibilities, however all staff have completed training. All accident documentation is completed and signed correctly. However, on the day of the visit no staff present held a valid first aid certificate. The person in charge took immediate action and completed training following the visit. People running the service have ensured face to face first aid training is arranged for all staff to attend shortly.

Staff enjoy eating, chatting and socialising at the table alongside the children during snack and lunch time. Children bring food from home, and we discussed storage of food bags during the inspection visit. Staff keep children safe, identify risks and manage them consistently. For example, completing head counts before returning indoors from outdoor play. Staff offer a good range of resources, which are stored openly and are accessible to the children.

Staff respond in a consistent manner. They listen and respect children's views. During the visit we heard staff ask the children on several occasions what they would like to do or where they would like to play. Interactions between the staff and children demonstrate warmth and kindness. The staff are sensitive to the needs and experiences of children and respond well to their choices. For example, offering the choice of blowing bubbles on the patio or grassed area. Staff are responsive to children's interests and promote development by discussing numbers, size and animal sounds as they play with the farm animals. Staff praise children for their efforts and accomplishments to promote their confidence and self-esteem, *'Good boy' and 'canu a gwrando ffantastig.'* Staff manage the children's behaviour well by encouraging the children to share and to be kind to their friends, '*paid snatcho, bod yn garedig.'*

Staff show an appropriate understanding of children's development. Children's files and records evidence basic assessments and observations, however they do not include the next steps. They ensure resources are accessible to meet children's needs and preferences, for example access to a small world farm with animals. Staff do not always ensure planned activities are in place. On the day of the visit, planned activities were not in place and there was no planning to view for the day. As a result, there were periods where children were not fully engaged as activities were not prepared for them. Staff have an understanding of children's additional learning needs and have appropriate procedures in place to raise developmental concerns with the local authority to make assessment referrals if needed. They ensure children have opportunities to develop language skills by

reading stories, discuss feelings and sing songs to them. They sing songs such as ‘Un crocodeil’ and ’Mynd ar y ceffyl.’ Staff ensure the Welsh language is used consistently.

Environment — Adequate

The service is located within the primary school. It provides a clean, warm and safe environment. People running the service ensure the physical environment is secure and well maintained indoors and outdoors. They also ensure that daily and general risk assessments, as well as fire risk assessments, are conducted, however these are not reviewed regularly. People running the service ensure regular fire drills are carried out and recorded.

People running the service ensure the ratio of care staff to children is correct and that they supervise children well. A visitor's book, children's and staff register are in place ensuring the safety and security of the children and the setting. People running the service have measures and policies in place to ensure they fulfil their responsibilities in relation to the safety of children in their care. They organise basic cleaning routines that reflect appropriate hygiene practices and infection control, however records are not kept evidencing cleaning of toys and resources. They keep a daily risk assessment checklist of all indoor and outdoor areas. Building safety, fire checks and certificates are valid and evidences their awareness of safety requirements.

The environment is clean, bright, and welcoming. Play resources are displayed and appropriately presented. The outdoor area is divided into a patio and grassed area with a fence. Low level storage allows children to access toys and resources independently. Appropriate fittings and furniture are at a suitable height for a child, such as the toilets, sinks, tables, and chairs. There is ample space for children to play and learn. The layout of the rooms allows the children to move around freely and safely. Children’s toilets are accessible directly from the playroom, promoting their independence in managing their own personal needs.

Staff ensure the environment reflects some artwork the children have created. We discussed celebrating different cultures and promoting diversity with the person in charge. She informed us they do celebrate Chinese New Year and Diwali with the children. Children have access to a dedicated outdoor area which present some opportunities for children to explore. Staff ensure children use these areas regularly. These areas present potentially interesting opportunities for children. For example, mud kitchen, water play and space for children to develop their gross motor skills. However, on the day of the visit a lack of planning meant these areas were not fully set up for children to freely access them, for example the water tray was not ready for use.

Leadership and Management — Adequate

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People running the service have adequate knowledge of their regulatory responsibilities. They ensure relevant policies are in place and are current. However, these are not reviewed annually or signed to evidence that they remain relevant to the service provided. People running the service ensure that most of the required documents are in place. We viewed children's files and found nearly all permissions were in place. However, some records had not been fully completed to indicate permission for the application of sun cream. The statement of purpose does not include all the information required by National Minimum Standards and is missing information on terms and conditions, admissions and review. The person in charge ensures daily registers reflect the number of children and staff present. These records show ratios are correct and adhered to.

People running the service ensure arrangements are in place should they require the support or assistance of backup staff. They have ensured most staff suitability checks ar completed before they start to work at the setting. However, they have not sought full staff suitability checks for bank staff. These include references, work history, job descriptions and medical declaration of health. People running the service have not ensured all named service persons Disclosure and Barring Service (DBS) checks are current and they have not informed Care Inspectorate Wales of staff changes. Both these are noted as areas of improvement, and we expect the provider to take action.

People running the service obtain informal feedback from children and share questionnaires with parents. Staff views are discussed during one-to-one meetings. However, the review submitted for the service's annual report to Care Inspectorate Wales did not truly reflect what was observed during the inspection visit.

The responsible individual does undertake annual reviews with the staff, however regular one to one staff supervisions are not undertaken. Staff spoken to during the visit felt opportunities for one-to-one meetings as well as training are very limited. This is noted as an area for improvement, and we expect the provider to take action.

The person in charge told us they communicate with parents and carers verbally upon drop off and pick up. They also share information through their social media page. We did not receive parental feedback as part of the inspection process.

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
31	The provider is non compliant as they have not	New

	informed Care Inspectorate Wales of staff changes.	
28	The provider is non complaint as they have failed to ensure staff files include the documentation required by regulation.	New
29	The provider is non complaint as they do not ensure regular opportunities for training, supervision and annual appraisals.	New
12	The provider has failed to ensure all persons named and associated with the the service have valid, up to date Disclosure and Barring Service checks.	New
24	The provider is non compliant as there are no qualified first aiders caring for children.	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 12 - Food and drink	Ensure children have access to drinks throughout the session.
Standard 10 - Healthcare	Ensure the nappy changing policy and procedure is adhered to.
Standard 7 - Opportunities for play and learning	Ensure the planning of activities is in place.
Standard 18 - Quality assurance	Ensure the quality of care review is a true reflection of the service offered.
Standard 13 (Day Care) - Suitable Person	Ensure all staff members receive regular one to one supervision along with annual appraisals.
Standard 1 - Information	Ensure the statement of purpose includes information on the admissions policy and arrangements to review and inform CIW of changes.
Standard 20 - Child protection	Ensure all staff are confident of the process to follow if they have safeguarding concerns.

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)
Consider keeping a record of when toys and resources are cleaned as part of your schedule.

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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