Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Carmarthen Breakthro

Carmarthen Breakthro', Station Road Nantgaredig, Carmarthen, SA32 7LQ

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The inspection visits for this service took place between 06/08/2026 and 17/08/2026

Service Information:

Operated by:	Carmarthen Breakthro' (Breakthro' Caerfyrddin) project
Care Type:	Children's Day Care
Registered places:	10
Main language(s):	English
Flying Start service:	No
Receive funding to provide early years part time education:	No
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

Well-being	Good
Care & Development	Good
Environment	Adequate
Leadership & Management	Poor

Summary:

Children appear happy, settled and secure, and develop positive relationships with staff who know them well and respond sensitively to their individual communication and support needs. Children have a strong voice at the setting, making meaningful choices about how they spend their time, the activities they participate in and the resources they access. They enjoy a range of play and leisure experiences and are supported to develop independence in line with their abilities.

Staff follow strong practices to promote children's health and safety. They provide warm, responsive and individualised care. Staff know children well and support their health, play and emotional well-being effectively. They understand children's complex needs and use care plans and risk assessments to guide practice. However, some records are not always fully documented.

People who run the service provide children with access to a wide range of indoor and outdoor facilities, including specialist sensory and play resources that support their diverse needs and

interests. Children can move freely between areas and access opportunities that promote enjoyment, participation and independence. However, although the environment is generally safe and suitable, some risk management arrangements did not consider all hazards at the setting.

The leadership and management of the setting is poor. People who run the service do not provide effective governance or oversight. There are significant improvements required regarding safeguarding, notifications, supervision and disciplinary arrangements. We expect the provider to take immediate action. Partnership with parents is mostly positive.

Findings:

Well-being — Good

Children have a strong voice at the setting and make meaningful choices about their day. They choose where they spend their time, whether indoors or outdoors, what resources they use and what activities to engage in. They communicate their wishes and preferences in ways that reflect their individual needs, and staff respond positively to these choices. Children independently access snacks from their personal storage boxes and decide where they would like to eat comfortably and safely. They influence their experiences throughout because staff recognise their individual communication methods.

Children appear happy at the setting. We observed children who were settled, relaxed and familiar with both the environment and the staff. Strong relationships between children and staff promote a sense of security and belonging. When children require reassurance or support, they know that staff will respond sympathetically and appropriately. Children seek support from staff confidently and staff respond promptly to their needs. Parents we spoke to during the inspection told us that children have a positive experience while attending.

Children interact positively with staff who understand their individual needs well. Due to the complex and diverse needs of the children attending, interaction between peers is sometimes limited. However, children engage comfortably with staff and enjoy warm, respectful relationships with them. During observations, children were comfortable in their surroundings and engaged confidently with familiar adults.

Children enjoy their play and leisure experiences. We saw children participating in activities of their choice and moving between resources and areas of the setting according to their interests. Children spend time outdoors using a variety of equipment, including swings and sensory resources, while others prefer indoor activities such as using electronic devices, exploring resources or relaxing in quieter spaces. We saw children smiling, laughing and displaying signs of contentment throughout the day, engaging in activities they enjoy.

Children develop independence appropriate to their abilities. They choose activities, access resources and select snacks with minimal support. Children are encouraged to make decisions about their day and explore their environment safely.

Care & Development — Good

Staff provide warm, responsive and individualised care which supports children's health, development and emotional well-being. They know children's medical, personal care and supervision needs well and use personalised care plans, risk assessments and emergency plans to guide their practice. Staff implement appropriate procedures when administering medication, recording accidents and maintaining attendance registers of staff and children. However, these processes are not always fully documented. For example, staff attendance registers are not always completed at the end of the day and not all elements included on the accident form are fully completed.

Staff follow and promote worthwhile health and hygiene practices. They implement suitable allergy procedures by recording and displaying individual needs and ensure children have access to drinking water. The setting has achieved a Food Standards Agency rating of five, and staff follow beneficial food hygiene practices, for example, food and fridge temperatures are monitored and recorded. Staff implement strong procedures in accordance with the setting's written policy when carrying out intimate care. For example, staff wear the required personal protective equipment such as gloves and aprons, which help to prevent the spread of infection, and maintain suitable records identifying key details, including the staff involved.

Staff manage interactions positively and sensitively. They build warm, respectful relationships and adapt their approach to children's communication, behaviour and care needs. Staff supervise children closely while still supporting their freedom to move safely around the setting. They understand which children need help with stairs, movement and personal care. Staff respond calmly when children need support and use gentle, considerate approaches to help them settle. This supports children's dignity, well-being and emotional security.

Staff promote children's play appropriately. The setting operates predominantly as a social club for children with complex needs, and staff follow children's interests rather than use formal activity plans. This enables children to take part in activities suited to their preferences, abilities and care needs. Staff use a range of documentation, for example, one-page profiles, which include some useful information, such as children's likes, dislikes and top tips. Staff use this information to adapt care, support safe participation and promote children's independence.

Environment — Adequate

People who run the service provide an environment which is generally safe and suitable for their needs. The setting is located within secure grounds ensuring staff can supervise children closely throughout the day. Visitors are required to sign in and out, and records include details such as arrival and departure times and vehicle registration numbers. The outdoor areas are enclosed, and staff deployment arrangements help ensure children remain appropriately supervised when accessing different areas of the premises. People who run the service provide staff with a range of beneficial risk assessments, which focus on outings and key activities. However, the risk assessments do not include sufficiently robust arrangements to assess and monitor all risks within the premises. As a result, some potential risks are not identified or addressed. We found the fire risk assessment focused primarily on electrical equipment and does not adequately assess risks associated with the building as a whole. In addition, records do not demonstrate that regular fire safety equipment checks are completed and documented consistently.

People who run the service provide children with access to a spacious environment that supports a wide range of experiences. The premises include a large main activity room, kitchen, changing facilities and outdoor play areas. Children also benefit from access to a sensory room, soft play provision and a separate chill-out area, which provide opportunities for relaxation, sensory exploration and individual play. The outdoor environment includes accessible pathways, a wheelchair swing, trampoline, slides, grassy play areas and seating spaces. These facilities enable children with a range of needs and abilities to access play opportunities safely and comfortably. Safety gates and fenced areas help leaders manage access to different parts of the premises. The environment promotes children's independence, allowing them to move between indoor and outdoor areas and choose where they spend their time.

People who run the service provide children with a broad range of resources and specialist equipment that support their interests and individual needs. Resources include books, construction toys, ride-on equipment, sensory facilities, games and outdoor play equipment. Staff told us children also benefit from regular outings and visitors to the setting, which further enhance their experiences. Most resources are suitable and readily available to children. However, not all resources and furnishings are consistently maintained to an appropriate standard. We observed some soft furnishings that appeared worn and in need of cleaning, and staff explained there was no formal cleaning schedule for toys, resources or soft furnishings. While staff clean items when needed and maintain the premises daily, arrangements do not fully demonstrate a systematic approach to infection prevention and control.

Leadership & Management — Poor

Leadership and management of the service are ineffective. People who run the service do not maintain sufficient oversight or compliance with their own protocols and regulatory requirements. As a result, regulatory failings have been identified.

People who run the service do not always notify Care Inspectorate Wales (CIW) of significant events, as outlined in the regulations. Therefore, outcomes for children require significant improvement because this limits CIW's ability to make informed regulatory decisions. We have therefore, issued a priority action notice. The provider must take immediate action to address this issue. Safeguarding arrangements are also ineffective. Staff know how to respond to safeguarding concerns and understand whistleblowing procedures. However, outcomes for children require significant improvement because the people who run the service do not ensure that safeguarding arrangements are effective, consistently implemented, supported by accurate records, or subject to appropriate oversight. We have therefore issued a priority action notice. The provider must take immediate action to address this issue.

People who run the service have recently updated the statement of purpose to reflect the setting accurately. This provides parents and carers with useful and relevant information, enabling them to make an informed decision about whether the service is the right setting for their child. People who run the service have produced a wide range of policies, procedures and documentation to support and guide staff in their roles and responsibilities. However, some of these do not always give clear, accurate or consistent information. For example, the complaints policy does not include all required information such as detailing how to make a formal complaint. Therefore, this does not provide parents or carers with all the required information to enable them to raise a concern directly with the service.

People who run the service complete a suitable annual quality of care report. This includes carrying out meaningful consultation with children and parents. The report identifies positive outcomes, and highlights investment in resources and staff development. During the inspection the people who run the service have engaged positively and are keen to drive improvement. They have recently brought in a consultancy company to support them to move their service forward.

People who run the service follow appropriate recruitment procedures and complete suitability checks. New staff complete an informal induction; however, these arrangements are basic and are not consistently evidenced. Staff told us that while they do receive some form of induction, this was not a formal process. Team meetings have recently begun to take place which supports communication between the people who run the service and staff.

People who run the service ensure that staff have completed the required mandatory training and staff who work directly with children have current Disclosure and Barring Service checks. However, outcomes for children require significant improvement because the people who run the service have failed to maintain a compliant disciplinary procedure to ensure that safeguarding matters may be managed appropriately. They have also failed to ensure that meaningful supervision and appraisal take place for all staff. We have therefore, issued a priority action notice. The provider must take immediate action to address this issue.

Partnerships with parents are mostly positive. Parents told us they value the service and feel their children are cared for in a safe, nurturing and supportive environment. They appreciate the staff, communication, respite provided, and the positive impact the service has on their children and family life.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

CIW has no areas for improvement identified following this inspection.

Summary of areas for Priority Action	Date identified
Children may be at risk of harm because the provider does not ensure safeguarding arrangements are effective, consistently implemented, or supported by accurate records and that appropriate oversight is maintained.	06/08/26
Children may be at risk of harm because the provider does not ensure all staff receive regular, meaningful supervision and appraisal. Safeguarding matters may also not be managed appropriately due to non-compliant disciplinary procedures.	06/08/26
Children may be at risk of harm because the provider does not notify Care Inspectorate Wales (CIW) of all significant events, which limits CIW's ability to make informed regulatory decisions.	06/08/26

National Minimum Standards

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.

Standard	Recommendation(s)
Standard 5 - Records	Ensure all records are maintained accurately, consistently and in full to evidence safe care and regulatory compliance.
Standard 24 - Safety	Review the fire safety risk assessment and ensure regular checks of fire safety equipment are completed and documented.
Standard 10 - Healthcare	Ensure cleaning procedures include toys, soft furnishings and resources, in line with infection prevention and control guidance.
Standard 24 - Safety	Extend risk assessments to cover the premises and take prompt action to address identified risks.
Standard 14 - Organisation	Review and update the operational plan, policies and procedures so they accurately reflect current service delivery and clearly set out arrangements for staff and parents.
Standard 13 (Day Care) - Suitable Person	Strengthen induction arrangements to fully support staff in their roles.

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