

My Ohana IKEA Cardiff



Ikea, Ferry Road, Cardiff, CF11 0XR



02036450000

Date(s) of inspection visit(s): 22/07/2025, 06/08/2025

Service Information:

Operated by: Tinies U.K. Limited

Care Type: Children's Day Care

Registered places: 40

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 service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Good



Care & Development

Good



Environment

Good



Leadership & Management

Adequate

Summary:

Children are happy and settle well. They have opportunities to develop independence skills through a wide range of activities. All children engage in activities of their choosing and are free to develop their play independently and in collaboration with their peers. They are listened to, and their views are taken into account.

Staff are well qualified, professional and have a suitable understanding of how to keep children safe and healthy. They are responsive and respect the children in their care and the decisions they make. Staff have a good understanding of children's individual needs, and this helps to ensure that those needs are well met.

The environment is clean, spacious and well organised. Staff follow procedures to ensure the environment is safe and suitable. The play area is secure and decorated in a bright and welcoming manner. It provides children with lots of varied opportunities for physical activities. Resources are

stored at low level enabling children to access them independently. Resources are of a good quality and provided in suitable quantities.

Leadership and management of the service is effective, but some administrative matters require further attention. The management team has a clear vision for the service and shares this with staff. Managers support staff well, providing good development opportunities to keep their skills and knowledge up to date. Formal staff supervision and appraisals are undertaken regularly. There are suitable policies and procedures in place, but not all records are complete and up to date, as required by the regulations and this must be addressed.

Findings:



Well-being

Good

Children have ample choice, and a strong voice in this setting. They move freely around their play space, making choices and decisions about what they want to play with. Children are given good opportunity to express themselves and talk about the things that are important to them. They join in enthusiastically with activities and are confident to express their opinions because they know care staff will listen to them. Children's likes and requests influence the activities that are provided. A group of children requested cutting and sticking with glitter and a member of staff facilitated this. A folder is available with photos and names of many resources available to aid children in choosing from what is available even if it is not immediately visible.

Children feel safe, happy and welcome. Children approach care staff spontaneously to seek reassurance or support and enjoy receiving praise and recognition for their efforts. We saw children laughing and smiling as staff joined in with their play. Some children attend regularly and have developed warm relationships with staff and feel valued at the setting. Children are comfortable to explore the play space, engaging with resources as they wish.

Children are generally polite and listen to staff. They have a suitable understanding of what is expected of them whilst they are at the setting. Children are learning to negotiate their play and to play co-operatively. They talk freely and express themselves and their needs. Children enjoy the praise they receive for positive behaviour, and they interact well with staff and other children.

Children are active, curious and excited by the play-based activities on offer to them. They are happy and confident to move between activities freely, but also sustain interest in activities of their choosing. A small child arrived and went straight to the roleplay house and began playing imaginatively with the resources available, 'cooking' in the kitchen and playing with babies. Children love the ball pit, laughing and giggling as they play. Staff guide their behaviour to highlight risks, such as asking them not to jump backwards into the pit, and in the main children listen. Children thoroughly enjoy playing football with staff members. We saw how children suggested a staff member could be the goal keeper, and how children and staff laughed together as the children scored a goal.

Children are encouraged to be independent in the setting, and they have opportunities to develop skills as part of their play. They are able to move freely around the play space and engage in whatever resource/activity they wish. We saw children happily playing independently of staff, who allowed them the space to explore and progress their own play. The nature of attending this play service helps to develop children's independence and self-confidence since for most children it is a new environment and they do not know the staff and other children.



Care & Development

Good

Staff are successful in their roles. They are clear about their responsibilities and they have suitable knowledge of how to keep children safe and healthy. They speak confidently about safeguarding procedures and know that managers will be responsive to any concerns they raise. There are procedures for recording the administering of medication, accidents, incidents and existing injuries. Managers monitor these monthly to identify any trends in accidents sustained at the setting, and ways to minimise the risk of these happening again are recorded. Snacks provided are healthy and nutritious. Children can access fresh drinking water. However, staff do not monitor this effectively and children reuse glasses that have already been drunk from by others. Staff provide access to lots of physical exercise through the resources and equipment available in the setting, but no time outdoors is included due to the nature of the service and its environment.

Staff work well together to support and promote children's social behaviour. They are good, positive role models for children in their care, treating each other and children with respect and kindness, and encouraging good manners. Staff are very encouraging of children's effort and praise this frequently. They provide comfort for children who are unsettled or hurt. For example, a child began to cry and a member of staff approached them, the child told them they had bashed their elbow and asked for a hug. The member of staff hugged the child, rubbed their elbow better and made the child giggle, and the child went off smiling to play again. Staff have a very calm manner when managing behaviour. No significant issues of behaviour management occurred during the inspection, largely due to the positive approach taken.

Staff provide a nurturing and caring environment in which children's play and well-being are well promoted. All staff have a relaxed, happy and caring nature when interacting with the children. The staff group are keen to ensure they are good facilitators of play and development; all staff spoke passionately about their desire to ensure good outcomes for children in their care. They are considerate of the children's views and conscious to give the young children options and choices and to allow them to express themselves. Staff engage well with small groups of children during play, meaning children can interact with them and staff can effectively and sensitively support their play. Staff plan a selection of activities and operate themed days – Musical Monday, Storytelling Tuesday and Thursday, Wild about Animals Wednesday, and Fitness Friday. Children can access activities planned by staff and other activities are then child-led. This approach helps to ensure there are sufficient activities for children to choose from as well as being reactive to the children's interests. Children with additional needs are fully accepted and are well supported to engage in this play service. The setting is conscious to ensure that reduced staff-to-child ratios are available to support children with additional needs access play opportunities, and we saw this work very well in practice, allowing all children to explore safely and happily. No Welsh language is included in the provision, despite the setting's statement of purpose outlining that there would be.



Environment

Good

The environment is safe, secure and welcoming. Staff are vigilant and supervise children closely at all times. The ratios of staff to children meet or exceed those required by National Minimum Standards. Registers of staff and children's attendance record times of arrival and departure accurately, and there are very robust systems in place to ensure security around the drop off and collection of children, as well as whilst they are on the premises. Managers keep records of all visitors to the setting. Staff complete daily safety checks to identify, and where possible, eliminate any risks to children's safety. There are suitable risk assessments in place for all areas of the setting. Staff are mindful of the risks in the setting, and act to mitigate those risks, for example one member of staff always positions themself by the ball pit whenever children are playing in it to monitor it and remind the children of how to keep safe. Records show all regular and routine maintenance checks for the building and appliances are in place. Regular fire drill practices are carried out to ensure staff are familiar with the emergency evacuation process and can manage a group of children who are unfamiliar with this process. Managers review records on each occasion to identify potential improvements to the evacuation process.

The premises provides a rich and stimulating environment for children to play and learn. It is well maintained and decorated to a very high standard. The space is interesting and appealing, without being overwhelming to children. It is themed like a woodland. There is a mural around the walls with cottages, lakes, trees, and wildlife like moose, bears, deer and wolves. The majority of the floor is safety flooring, decorated attractively as woodland floor and a river with stepping stones. There is a playhouse for role play, various quiet spaces where children can relax. The space is well utilised and we saw the children enjoy the resources made available to them.

There is a wide range of good quality resources and the layout promotes children's independence. Children are free to choose their activities in a calm and well-organised space. There are sufficient resources such as art and craft materials for children to have good variety and free choice. Four screens are wall mounted which children can sit at and do jigsaw puzzles and other games. There is a medium sized ball pit which is very popular. There is a small goal and soft footballs which children play with collaboratively. Free drawing is available on a tabletop and a planned craft activity of making butterflies was also set out. Some resources are stored at low level and in plain sight, allowing children to choose easily what they want to play with, and others can be accessed by staff for the children. Furniture is of suitable size and design for the age range of the children.



Leadership & Management

Adequate

Managers are skilled and experienced, and in the main, manage the setting to a high standard. However, some administrative matters require further attention. Managers employ an appropriate number of suitably qualified and experienced staff to care for the children. They have high expectations of staff and support and challenge them to do their best. They have a clear vision for the setting. However, this is not accurately reflected in the statement of purpose, which is required by the regulations. This must be addressed to ensure the nature of the service being offered is clear to parents, and we expect the provider to make improvements. Almost all policies and procedures are suitable, reflect current practice and are kept under review. Staff work consistently in line with these to support the smooth running of the setting. However, the safeguarding policy does not reflect the updated Wales Safeguarding Procedures 2019. Operational records, such as accident and existing injury records, are complete. However, records of children's information lack sufficient information and clarity to ensure they are robust, as required by the regulations. This must be addressed to ensure the setting holds all necessary information to keep children safe, and we expect the provider to make improvements.

Children and parents benefit from a service which is committed to improving outcomes for children and families. Managers have undertaken a thorough quality of care review, the report of which details what the setting does well and an action plan of what they want to improve. Managers undertake this review annually as required, and take into account the views of children, parents, staff and outside agencies. An action plan is available on site for staff and managers to reference in order to support them to implement the planned improvements. Managers work hard to ensure that they deliver high quality care.

Managers are effective in overseeing staff, managing their time and prioritising activities responsively to ensure that children's needs are met in a timely manner. We observed staff to be well organised, and the resulting relaxed care environment has a positive impact on the children's mood and their interactions. Staff confirmed they enjoy working at the setting and feel passionately about the service they provide for children and families. Robust recruitment procedures ensure that suitable staff are employed to work with children. Mandatory training is kept up to date and staff benefit from additional development training and the managers commitment to their continuing professional development. Staff receive regular supervisions and appraisals to reflect on their practice. Staff confirmed that they feel supported and know they can approach managers if needed.

Managers and staff value positive relationships with the community. Whilst many children only attend infrequently, staff told us they value the relationships they have built with the families of children who attend often and they are keen to ensure parents feel they can approach them at any time. Parents are very complimentary about the setting.

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.

| Summary of Areas for Improvement | Date identified |
|---|-----------------|
| Parents, children and CIW cannot be clear on what the service offers because leaders have not kept the statement of purpose accurate and up to date, nor supplied it to CIW in a timely manner. | 22/07/25 |
| Parents and children cannot be confident that children are kept safe because the service does not hold all necessary information on the children for which they care. | 22/07/25 |

CIW has not issued any Priority action notices following this inspection.

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 20 - Child protection | Update the child protection policy to reference the current guidance, the Wales Safeguarding Procedures 2019 |
| Standard 12 - Food and drink | Manage hygienically children's access to fresh drinking water. |

Best Practice

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.

| Recommendation(s) |
|---|
| Include the Welsh language in the provision |

Welsh Government © Crown copyright 2025.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.