Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Lollipops daycare

Lollipops Daycare
Unit 8a Coopers Court
Caerphilly Road
Hengoed
CF82 7EP



Date Inspection Completed

14/10/2024

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About Lollipops daycare

Type of care provided	Children's Day Care Full Day Care
Registered Provider	K & S family leisure services ltd
Registered places	58
Language of the service	English
Previous Care Inspectorate Wales inspection	18 March 2024
Is this a Flying Start service?	Yes
Does this service promote Welsh language and culture?	This service is not making a significant effort to promote the use of Welsh language and culture.

Summary

This was a focused inspection, and on this occasion, we did not consider all themes in detail.

Children are happy, relaxed and enjoy their time at the setting. They are confident to express their ideas and opinions and are naturally motivated to independently choose their play, based on their own interests. Children are developing positive relationships with each other and staff. Children's independence is beginning to develop well.

Children's needs are suitably considered. Staff review and implement a range of appropriate procedures to promote children's health and safety. However, some policies require reviewing to ensure they fully reflect practices followed and are in line with current guidance.

The setting is safe, clean and adequately maintained. Leaders take action to address any potential health and safety concerns effectively. They provide staff with procedures to follow to ensure a clean environment. However, effective monitoring of these procedures does not take place.

Leaders endeavour to provide a quality service. They take steps to ensure child to adult ratios are maintained most of the time. However, improvements are required to ensure staff are suitably deployed to support routines effectively. Leaders follow adequate recruitment procedures, and all new staff undertake a suitable induction process and probation period.

Well-being

Nearly all children have good opportunities to make choices and decisions about how they spend their time. They are naturally motivated to independently choose their play, based on their own interests. We saw younger children freely moving around their play space accessing the bubble machine, engaging in this sensory play experience for a significant period of time. Children express themselves confidently as they know their wants, needs and moods will be listened to. For example, we saw children helping a member of staff to build a structure using the sticky bricks. They all joined in, making suggestions as to which size brick might be used. The member of staff carefully follows their instructions as they problem solve together.

Nearly all children are happy and settled at the setting. The very few children who become a little upset are supported well. For example, a child became a little unsettled at nap time as they did not have their special soft toy from home. A member of staff quickly provided them with a soft toy from the setting until they could be re-united with their own special toy. The child soon settled cuddling into the toy and drifted off to sleep. Children feel valued and have a sense of belonging because they are forming warm and close relationships with staff and children alike. We saw children initiate cuddles with staff members, which they responded to warmly. Children play happily alongside each other or together in line with their age and stage of development. For example, when children were building a road for their cars using the wooden blocks, a child introduced a dinosaur to their play which was embraced excitedly into the game. Younger children smile and giggle while chasing and popping bubbles. Children confidently chat to each other and the staff as they play. They receive lots of encouragement and praise from staff for their efforts, giving them the confidence to play and learn.

Children are supported to develop their independence skills, enabling them to do things for themselves. Children access the toilet and wash their hands competently; other children are offered support when needed. At mealtimes children confidently feed themselves and younger children are supported. Children of all ages are encouraged to help tidy up after play, along with putting their own coats on before going outside. This promotes children’s self-help skills and builds their self-esteem.

Care and Development

As this was a focused inspection, we have not considered this theme in full.Overall, staff consider children's health and safety needs suitably. They follow adequate procedures when accurately recording, maintaining and reviewing records such as accident forms. Staff employ suitable procedures to support older children to access the bathroom, promoting their independence. However, the procedures followed by staff are not detailed in the setting's '*toileting*' policy.

The setting offers a range of meals and snacks which are freshly prepared on site by the in-house cook. Staff follow appropriate procedures when dealing with children with allergies and intolerances in line with the setting's policy. They told us they ensure children who have specific preferences are catered for via alternative options. These are generally planned for on a daily basis and is not detailed on the menu. We found that in general children of all ages were receiving the same size portion of food, which may not be sufficient for older children with larger appetites. However, staff told us that children can have second helpings of food, or a sandwich is provided if they are feeling a little hungrier that day. We saw staff provide younger children with a selection of snacks in addition to routine mealtimes and snack times. Staff told us a stock of pre-packed snacks are available in their play space for ease of access.

In general, staff support children well when transitioning between the different play spaces as they move through the setting in line with their age and stage of development. Staff told us they use a range of approaches to ensure the transition is as smooth as possible. For example, children attend short introductory visits to their new play space to meet the staff and play in their new environment. In addition, staff have recently introduced an '*all about me*' document which provides staff with the children's key details, such as their likes and dislikes. These practices are not reflected in the setting's '*transition'* policy.

Children can rest during the day, if they wish. The older children's play space has a cosy area where children settle to sleep on beanbags. Younger children have access to cots or sleep on individual mats with bed linen. Staff support children to fall asleep if required, such as by gently tapping their back. They monitor sleeping children closely by carrying out regular visual checks. However, staff do not always use a baby monitor to aid this process as outlined in the setting's '*supervising of children*' policy.

Environment

As this was a focused inspection, we have not considered this theme in full.The setting is safe, clean and adequately maintained. Leaders take action to address any potential health and safety concerns. For instance, the setting experienced a leak in one of the allocated rooms where younger children sleep. Leaders effectively communicated to staff, ensuring they were aware that no children or staff should access this room. Visual reminders of ‘no entry’ posters are also positioned on the door of the affected room.

Leaders provide staff with cleaning checklists which detail the required areas and timeframes that cleaning is to take place at the setting. However, monitoring does not take place to ensure the level of cleaning is adequate. For example, ensuring the milk fridge is sufficiently cleaned.

Leadership and Management

As this was a focused inspection, we have not considered this theme in full.Leaders endeavour to provide a quality service. They are committed to developing their practices, responding positively to recommendations for improvement. Recommendations from the previous inspection were not fully tested and remain in place for leaders' attention. Leaders take steps to ensure child to adult ratios are met in accordance with the National Minimum Standards for regulated Childcare for children up to the age of 12 years (NMS). However, they have not fully considered how ratios are maintained during key routines. For example, when younger children require nappy changes or when staff are required to make up bottle feeds. Due to the layout of the environment these tasks require a member of staff to leave the room for a period of time, potentially leaving staff caring for a disproportionate number of children at any given time. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

Leaders understand their responsibilities to ensure staff are recruited safely. They follow adequate recruitment procedures, and all new staff undertake a suitable induction process and probation period. Leaders implement processes to monitor and support staff through a system of formal and informal supervisions. However, these processes do not always effectively support staff to understand the leaders' values and vision of the setting.

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
27	The responsible individual must ensure child to adult ratios are suitably maintained at all times.	New

	Including when staff undertake key routines.	

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 24 - Safety	Ensure risk assessments are updated to reflect practice.
Standard 5 - Records	Ensure records in relation to children, staff and visitors' attendance are accurately maintained.
Standard 12 - Food and drink	Ensure food provision is in line with the Welsh Governments Food and Nutrition guidance for childcare setting.
Standard 10 - Healthcare	Ensure cleaning schedules are robust and monitoring takes place regarding milk fridges.

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 the outside play space is set up with the same level of consideration as the inside play space.
Ensure fire drill records include reflections of learning identified to better inform future practice.
Ensure Care Inspectorate Wales (CIW) are kept informed of staff changes.
Strengthen the recruitment and employment procedures to ensure they promote the values and vision of the setting.
Review policies, procedures and supporting documentation to fully reflect the procedures staff undertake when caring for children.

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