Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Twinkle Star Moorland

Moorland Primary School, Moorland Road, Cardiff, CF24 2LJ

07817955443

The inspection visit took place on 21/04/2026

Service Information:

Operated by:	Cardiff Council Child Care and Play Services
Care Type:	Children's Day Care
Registered places:	48
Main language(s):	Welsh and English
Flying Start service:	Yes
Receive funding to provide early years part time education:	No
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Excellent
Care & Development	Excellent
Environment	Excellent
Leadership & Management	Excellent

Summary:

Children are very happy, settle quickly and thrive at the setting. The children have warm relationships with staff who know them extremely well. They have excellent opportunities to develop their skills and they thoroughly enjoy their play. All children engage in activities of their choosing and are free to develop their play independently or in collaboration with their peers. They are listened to, and their views are taken into account.

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

Children benefit from an exceptionally well-developed environment. It is clean, spacious and well organised. Staff follow procedures to ensure the environment is safe and suitable. An extensive

range of toys and equipment both indoors and outdoors promote children's play very well. Both the indoor and outdoor environments provide children with lots of varied opportunities for a range of activities of their choosing. Resources are of a very good quality, including many natural resources, provided in suitable quantities. Resources are stored at low level enabling children to access them independently and determine their own play.

Leadership and management of the service is strong. Leadership is highly effective and pro-active, and this ensures a reliable, very high-quality service for children and parents. Leaders are committed to improving outcomes for children, reflecting on practice and planning for improvements to the service. They support staff well, providing good development opportunities to keep their skills and knowledge up to date. Parents are very complimentary and speak highly of the staff and the care their children receive.

Findings:

Well-being — Excellent

Children have extensive choice, and a strong voice in this setting. They move freely around their play space, making choices and decisions about what they want to engage with from an excellent variety of exciting and enjoyable resources. We saw children delight in their play with water, sand, and balls. Children are confident to communicate their thoughts and ideas, as they know staff will listen and show interest. We saw lots of lovely conversations going on between children and staff; it is clear children know their communication is valued.

Children are very happy at the setting and feel valued. They enjoy being in the company of other children and are developing warm relationships with staff and peers. Children who are new to the setting soon settle with plenty of cuddles from their key worker. They receive lots of encouragement and praise from staff when learning new skills, which gives them the confidence to play and learn. Children express a lot of joy whilst they're playing. For example, children smile and giggle a lot, they join in activities enthusiastically and offer spontaneous affection to staff. Children have lots of space to run around and play with movement and amuse themselves and others.

Children co-operate, take turns and share, and they are developing sensitivity to the emotions of others. They demonstrate a good understanding of what is expected of them at the setting. Children are learning to negotiate their play, and they look to staff to help them with conflict, such as when a child blocked another on the slide, or sat on them. Children are learning right and wrong and staff model calmness and respect.

Children thoroughly enjoy their play and learning. They benefit from an excellent variety of age-appropriate play and learning resources. Children have total freedom over their play, with no routine to interrupt them, such as circle time. They are motivated to follow their own interests and sustain their play for long periods. One adult led activity is available each week and we saw children engage with enjoyment alongside their own freely developed play. Freedom is a key attribute in this setting, and it is working very well. Children dictate what they want to do and when, and this allows them to develop deep play in the ways they wish, and which they gain a lot from.

Children develop a wide range of skills as they play. They have many opportunities to become independent by the nature of the environment and play ethos. Children are encouraged to feed themselves and pour their own drinks, and they brush their teeth afterwards. They are very happy to be independent in the setting and enjoy the freedom of choice allowed them. Staff give them space to develop their play according to their interests but also are always on hand to offer support. Staff told us of their joy when they see how much the children develop over their time at the setting.

Care & Development — Excellent

Children benefit from skilled and experienced staff who are committed to making a positive difference to children's experiences. They are clear about their responsibilities and have very good 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. They are experienced in dealing with safeguarding matters, including assisting or signposting families in accessing support where necessary. 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 nursery, and ways to minimise the risk of these happening again are recorded and acted upon. Snacks provided are healthy and nutritious. The setting maintains accreditation with various healthy eating schemes, including the Gold Standard Healthy Snack Award, and Cardiff Healthy and Sustainable Pre-schools. They also participate in Designed to Smile, an oral health scheme which encourages children to brush their teeth after snack each day. Snack is offered on a rolling basis, which means children can choose when to pause their play and ask for a snack, rather than a standardised routine halting play for all children at a predetermined time. Staff provide children access to physical exercise and time outdoors for play is included every day.

Staff work exceptionally well together to support and promote children's social behaviour. They are very good and positive role models for children in their care, treating each other and the children with respect and kindness. Staff take time to give clear instructions and explain what is expected. They also respect the children by giving them time to think before answering questions. They are very encouraging of children's effort and praise this. 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 an extremely nurturing environment in which children's play and well-being are very well promoted. All staff have a relaxed, happy and caring nature when interacting with the children. They are keen to ensure they are good facilitators of play and development. All staff spoke passionately about their desire to improve outcomes for the children. They are unwaveringly considerate of the children's views and conscious to give the young children options and choices. Staff engage excellently with small groups of children during play, meaning children can interact with them and staff can sensitively support play and development, where helpful. Staff are also skilful at allowing children to play independently. Some incidental Welsh language is included in the provision, as well as Welsh language books. Staff are attuned to children's individual needs and additional needs are well supported in this service. Staff have a good understanding of the services and agencies they can involve to help support the best outcomes for children.

Environment — Excellent

The environment is safe and very well maintained. The entrance is secure and staff monitor locked doors to ensure only authorised access. Staff are vigilant and supervise children well at all times. They keep children safe because leaders regularly review risk assessments for all areas of the setting and any outings undertaken. Staff complete comprehensive daily safety checks of the indoor and outdoor environments to identify and eliminate any risks to children's safety. Registers of children's attendance contain the necessary information and are completed in a timely manner. However, staff attendance times are not formally recorded. Leaders have a system in place to ensure safety certificates for the building are up to date, including electrical testing and fire safety checks.

Leaders and staff ensure the premises provide an exceptionally rich and stimulating environment for children to play and learn. It is well maintained and in good decorative order. The environment is welcoming and child friendly. The setting is relatively new and decorated in calming, neutral colours. The indoor play space is one large, open area, allowing children space and freedom to move around as they play. A sensory room has been developed which any child can access if they wish. The playroom is organised to promote all areas of children's development, with a very good range of resources, including real life items, natural items and books. Wall displays include the children's artwork, which celebrates their achievements, giving them a sense of pride and belonging. The large outdoor area has a wide range of equipment suitable for the age of the children, such as slides, climbing and a mud kitchen. A covered area and mature trees offer shelter and shade for all weather play. During the inspection, most children chose to play outside. We saw them thoroughly enjoy water play with spray bottles, 'cooking' in the mud kitchen, and threading.

Leaders and staff ensure regular cleaning of toys and equipment is undertaken and resources are of excellent quality. The setting has suitable furniture and resources to support children's independence. For example, child sized tables, chairs, low level toys storage and individual named coat pegs for their belongings. There are a suitable number of children's toilets and nappy changing facilities available, which are clean and fresh. Liquid soap and paper towels are easily accessible to support children's independence when washing their hands.

Leadership & Management — Excellent

Leaders are skilled and experienced and manage the setting to a very high standard. They ensure a clear vision for the setting, reflected in the statement of purpose. There are clear policies and procedures which reflect the current practice, and leaders have a robust system to ensure they are reviewed regularly, are up to date, and staff are familiarised with any changes. Staff work consistently in line with these to support the smooth running of the setting. Operational records contain the necessary information and records of children's information are complete. During the visit, leaders were not fully aware of every occurrence that would need to be notified to CIW. Leaders 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.

Children and parents benefit from a service which is strongly committed to improving outcomes for children and families. There is a detailed quality of care report outlining what the setting does well and an action plan of what they want to improve. Leaders undertake this review annually as required, and take into account the views of children, parents, staff and outside agencies such as local authority advisory staff. As a Flying Start service, leaders and staff also receive feedback on their practice regularly from Flying Start advisory staff, which they act on. They have also recently been accredited under the 'Quality for All' childcare quality assurance scheme. Leaders work hard to ensure that they deliver high quality care.

Leaders are exceptionally 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. Leaders ensure robust recruitment procedures are undertaken to be certain suitable staff are employed to work with children. They ensure mandatory training is kept up to date and staff benefit from additional development training. Staff receive regular supervisions and appraisals to reflect on their practice.

Positive relationships with the community are valued highly at this setting. Staff told us that the relationships they build with parents are at the heart of the service they provide and are vital to making the positive impacts for children. They are very keen to ensure that parents feel they can approach them at any time and work very hard to ensure the relationships are always based on trust and openness, with the child at the centre. Parents were very complimentary about the service and reported that staff are friendly and approachable, and that they value the impact the service has on their children.

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.

CIW has no areas for improvement identified following this inspection.

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 5 - Records	Ensure staff record their times of attendance when signing in and out of the service
Standard 21 - Notifications of significant events	Ensure all notifiable events are submitted to CIW

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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