



Childcare Inspection Report on

Meithrinfa Y Pelican Cyf

**St Anne`s School
Croft Street
Roath
Cardiff
CF24 3DZ**

Mae`r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

11/04/2019

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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

Description of the service

Summary

Theme	Rating
Well-being	Good
Care and Development	Good
Environment	Good
Leadership and Management	Adequate

1. Overall assessment

Children enjoy and learn from an interesting and stimulating range of experiences and activities. They are mostly settled well into the service and are at ease in their surroundings. Staff have good knowledge about the children's needs and provide nurturing, supportive care. A good ratio of staff to children ensures that children's needs are consistently well met. The environment is inviting and attractive and very well resourced for children of all ages. An experienced person in charge who is also one of the responsible individuals, mostly manages the service effectively. However, greater attention is needed to ensure the service meets all regulatory requirements.

2. Improvements

- Arrangements for staff supervision are now in place.
- All children have regular use of the outdoor environment.

3. Requirements and recommendations

- Regulation 28 (2) (b) (ii) Staff files did not contain all necessary information to establish staff suitability.

Although this is a serious issue, we have not issued a noncompliance notice in respect of this matter as the person in charge immediately sought references for all staff.

We made some recommendations to improve practice. These are outlined within the report and summarised in section five.

1. Well-being

Good

Summary

Children benefit from valuable opportunities to develop a good range of skills and knowledge which promotes their all-round development. They are confident to explore and follow their own interests, seeking out play experiences that stimulate their imagination frequently. Children received warm and nurturing care and benefit from positive experiences and interactions.

Our findings

Children frequently make choices and decisions about how they spend their time at the service. They are encouraged to speak up and share their views to help inform the planning of day-to-day activities. All children are listened to with intent, which encourages further participation. Younger children are provided with options to help them make decisions about what they can do at the service and receive the support they need to participate. Older children are more confident to ask for things they want. For example, one child asked to play in the sand pit and this was arranged as an activity for a number of children.

Children are happy and settled at the service and close bonds exist between them and the staff who care for them. Children are valued as individuals and are treated with respect and dignity. They seek comfort and reassurance from their carers as needed, and are relaxed and comfortable. Their privacy is maintained during intimate care procedures.

Children are active and curious learners and benefit from a wide range of suitable activities and resources that are appropriate for their age and stage of development. Children were very happy to take part in making Easter cards for their family and they worked together, sharing all resources. They enjoyed the experience of painting with 'bubble paint', making patterns and marks with hands and brushes. There are opportunities each week to engage with music making when they take part in learning Welsh songs with instruments. Music professionals provide two weekly sessions, one for older children and one for younger children. Children value these experiences and look forward to taking part. Throughout the day children have regular access to the outdoor facilities which provide very good experiences to be creative and use their imagination. The space is very well designed and offers children interesting and stimulating opportunities for physical play such as digging, planting, sand play and using wheeled toys.

Children benefit from planned activities which provide some new experiences. This includes regular tastings of unusual fruit and food such as lychees and dragon fruit, which they enjoy and discuss with enthusiasm. Children also looked forward to participating in baking activities and told us they had made Welsh cakes as part of their

St David's day celebrations. They receive support to learn and practice new skills such as putting on outdoor clothes and using cutlery at mealtimes. Children are not provided with opportunities to choose and serve their own food and drinks, which could add to their development of independence skills. Welsh is used throughout the sessions and many older children use the language with confidence.

2. Care and Development

Good

Summary

There are some effective systems and procedures in place which ensure staff mostly have the knowledge and skills to provide a safe service which promotes positive outcomes for children. Regular monitoring of systems ensures that the health of children is prioritised. Some procedures need to be strengthened to ensure that all information is well organised and easily accessed.

Our findings

There is a child protection policy in place and all staff apart from new recruits have undertaken safeguarding training. Most staff have completed Prevent training which refers to the government strategy to protect children from the dangers of radicalisation and extremism. Safeguarding is discussed in staff meetings and the person in charge told us that the team are vigilant and confident to identify and pass on any concerns. The person in charge told us she is inexperienced with regard to dealing with safeguarding issues and intends to improve her knowledge and confidence by attending advanced safeguarding practice training. We discussed the need to ensure all issues of concern are assessed appropriately to consider when a safeguarding referral is needed. There is an existing injuries procedure which involves parents providing information to staff about any injuries sustained at home. All concerns are recorded fully alongside relevant incidents, however these records are not well organised and consequently information is not easily accessed.

Good attention is given to ensuring that all surfaces are cleaned before children use tables for eating. The service aims to use as much organic, local produce as they can and this results in nutritious and healthy meals. The weekly menu is displayed for parents to view. Parents are very pleased with the quality of food provided to their children. The service has received the Gold Standard Healthy Snack award from the local council. The system to protect children who have allergic reactions to specific foods is robustly managed and different coloured plates are used for specific food items to ensure they are easily identified. Key workers keep in close contact with parents who provide updated information relating to children's allergies. The medication procedure is well managed and requires a witness to verify each dose administered. Children must have access to fresh drinking water at all times.

There is a behaviour support policy in place which staff use to guide their management of interactions. Staff are consistent in their approach and provide realistic boundaries for children to follow in line with their age and stage of development. Children receive praise for positive interactions and are redirected to alternative activities as a means of

diversion if needed. They are consistently engaged in positive play experiences which maintains their interests and minimises any unwanted behaviour.

Children receive responsive and nurturing care which meets their individual needs. Key workers use the digital app to record their observations of children and to assess their developmental needs and track progress. Staff plan activities and identify individual milestones to take into account children's individual preferences. Records include photographs to illustrate children's achievements and activity planning relates to the Foundation Phase. The good variety of activities stimulates interest and provides a broad range of learning. These include nature experiences in the garden and on walks in the local park. Language and literacy is embedded into day-to-day activities and communication, and children value and enjoy the opportunity for stories and singing well-known rhymes.

3. Environment

Good

Summary

The service is located in premises originally used as a small school. It is spacious and well designed to provide good opportunities to promote children's learning and development. Leaders ensure that safety is prioritised and that good use is made of the available space, which is welcoming and attractive.

Our findings

The person in charge ensures that safety systems are implemented effectively. Security cameras are in place to monitor the environment and all visitors are expected to sign the visitors' book. Registers are kept with the arrival and departure times of children who are well supervised at all times. Staff rotas show ratios of staff to children regularly exceed the requirements of the National Minimum Standards. Environmental risk assessments are carried out regularly and staff told us that they are clear about their responsibilities. Daily checklists show that all areas and resources are monitored to ensure that any hazards are identified and dealt with at once. Accidents are recorded appropriately and are typical of the age and stage of development of the children. The person in charge audits these records regularly as part of the risk assessment process, looking at any patterns or issues which may need to be addressed. Fire drills are carried out termly and we discussed the need for additional information in the recordings to provide a picture of who attended and if any hazards were encountered. Records demonstrate gas and electrical systems are safe and regularly serviced.

The facilities are bright and friendly to children and provide a rich environment for play and learning. There are three base rooms to accommodate children of different ages and development. Each room is well designed with good resources and has access to an outdoor area. The toilet facilities are maintained appropriately and are cleaned daily. There is a large dining room which is also used for messy play. This room is used to accommodate all the children to eat snacks and meals at the same time and consequently is relatively noisy and very busy. Whereas the arrangements for eating provide some opportunities for children to interact socially, younger children are likely to benefit from an environment which is quieter and more calm. Babies have a dedicated room for sleeping which is situated adjacent to their base room. Records show babies are checked at least every ten minutes. The layout of the environment promotes children's independence as they are able to access all facilities with ease. The premises are cleaned each evening and there is a local contractor who is employed to carry out all maintenance.

Room leaders are responsible for ensuring all resources are maintained appropriately and accessible to children. The service uses the Public Health Wales audit to prevent

and control infections and to ensure children benefit from a safe environment. The service is described in the statement of purpose as providing 'an eco-friendly environment as far as possible'. All toiletries and cleaning items are chosen with consideration given to their environmental impact and are of high quality. Staff use a good range of natural resources to promote messy play and junk modelling. The garden is used extensively and children are encouraged to learn about the natural environment by planting, growing and eating fruit and vegetables. Staff receive training from a local company which promotes 'environmentally friendly' actions within communities in relation to play, food and the natural world.

4. Leadership and Management

Adequate

Summary

The person in charge has a sound vision and a sense of purpose which sustains improvements and good outcomes for children which is shared with staff and parents. There are some suitable systems in place to monitor and evaluate procedures. Staff are valued and receive appropriate support and developmental opportunities. However, recruitment procedures must be strengthened to ensure the requirements of the Child Minding and Day Care Wales Regulations are met consistently.

Our findings

The person in charge must ensure all information to establish the suitability of staff employed at the service is in place before they start work. We looked at a number of staff files and found seven established staff members who were in post working without any references. We found that a newly recruited staff member had also started without references taken up. Although this is a serious issue, the service has acted immediately to rectify this and CIW received confirmation before the publication of this report that all staff references are now in place.

There is a statement of purpose in place which provides an accurate description of the service and identifies the aims and objectives which are mostly focused on children's needs. The person in charge understands this is a working document and any changes must be sent to CIW. Staff files showed they have access to good developmental opportunities which includes safeguarding, first aid and food hygiene. The person in charge has a level five qualification and the deputy is working towards achieving this goal. Ten staff have the appropriate level three qualification and three staff are working towards gaining this. The required policies are in place which ensure staff have the information to effectively carry out all day to day procedures to care for children safely. The service provides the Active Offer in relation to the Welsh language. The person in charge told us she was in the process of having all the relevant documents translated into Welsh and ensuring they would be available if requested.

Self-evaluation and planning for improvement is valued. There is a complaints procedure in place; however no complaints have been received. A suggestions box is also available to encourage any new ideas from children and parents. Questionnaires about the quality of the service have been given to parents and to staff. Key workers use information gained from children during observations and daily interactions to obtain their views on the service. A quality of care report has been completed this month and sent to CIW. The person in charge intends to use the information to plan service improvements that are likely to include further developing the outdoor areas and

to ensure all systems are fit for purpose. The person in charge was open and amenable to all suggestions to improve and adapt aspects of the service. Parents value the service highly and like the focus on environmental issues and the quality of the food provided. Parents also told us they appreciate the close relationships which exist between staff and their children. Parents provide information to staff regularly about their children's changing needs. The digital app which is used to record the events of each child's day is used by parents to keep up to date with their child's experiences.

Staff are deployed effectively and the person in charge is supernumerary. This enables her to have an overview of the service and to step in and provide support as needed during sessions. Staff receive annual appraisals and one to one supervision meetings with the person in charge every two months. This enables staff to reflect on their practice and to discuss any training and development needs. Team meetings take place every three months although more regular base room meetings are held regularly to discuss ideas for planning and activities. Staff told us they feel well supported and they enjoy their work.

5. Improvements required and recommended following this inspection

5.1 Areas of noncompliance from previous inspections

None

5.2 Recommendations for improvement

- Provide children with opportunities to choose and serve their own food and drink during mealtimes;
- organise the recordings of all incidents and concerns to ensure the information is readily available and accessible;
- improve the recording of concerns within the service;
- re-consider the threshold for making any safeguarding referral;
- ensure children have access to fresh water at all times;
- reorganise the arrangements for meal times to be a more relaxed experience for children and
- provide and offer copies of documents in Welsh for parents.

6. How we undertook this inspection

This was a full scheduled inspection. One inspector undertook an unannounced visit to the service for eight hours on the 11 April 2019. We observed the children and the care they received using our Short Observational Framework for Inspection (SOFI) tool. This enables inspectors to observe and record life from a child's perspective and captures children's engagement and the care provided:

- we made a visual check of the premises inside and outdoors;
- we spoke to a number of children, four parents, seven members of staff, the cook and the person in charge who is also one of the responsible individuals;
- we looked at the information already held by CIW;
- we looked at a wide range of records. These included the statement of purpose, risk assessments, health and safety documents and the safeguarding policy. We also looked at four staff files and four children's files and
- we provided feedback to the person in charge on the day of the inspection.

Further information about what we do can be found on our website:

www.careinspectorate.wales

7. About the service

Type of care provided	Children's Day Care Full Day Care
Responsible Individual	Sara Williams Andrea Harvie
Person in charge	Sarah Williams
Registered maximum number of places	44
Age range of children	8 weeks to 5 years
Opening hours	7.30 am to 6 pm Monday to Friday, 51 weeks of the year
Operating Language of the service	Welsh
Date of previous Care Inspectorate Wales inspection	November 2016
Dates of this inspection visits	11/04/2019
Is this a Flying Start service?	No
Is early year's education for three and four year olds provided at the service?	No
Does this service provide the Welsh Language active offer?	<p>This service provides an 'Active offer' of the Welsh language. It provides a service that anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.</p> <p>Mae'r gwasanaeth yn darparu 'Cynnig Rhagweithiol' y Gymraeg. Mae'n darparu gwasanaeth sy'n rhagweld, yn nodi ac yn diwallu anghenion y bobl sy'n defnyddio'r gwasanaeth, neu allai ddefnyddio'r gwasanaeth, o ran y Gymraeg a'i diwylliant.</p>
Additional Information: None	

Date Published 26 June 2019