



# Childcare Inspection Report on

**Cylch Chwarae Pontardawe**

**Ysgol Gynradd Pontardawe  
Allt-y-cham Drive  
Pontardawe  
Swansea  
SA8 4JX**



**Date Inspection Completed**

23/01/2020

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| <b>Ratings</b>   | <b>What the ratings mean</b>  |
|------------------|---|
| <b>Excellent</b> | 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 |
| <b>Good</b>      | 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.   |
| <b>Adequate</b>  | 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.   |
| <b>Poor</b>      | 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

Cylch Chwarae Pontardawe provides full day care for a maximum of 14 children. The care is offered to children from two years to eight years old. The opening hours are 8am to 5pm, Monday to Friday, term time only. The Cylch provides the service through the medium of Welsh and provides the Welsh Language active offer. The registered persons and persons in charge are Julie Davies and Claire Morgan.

### Summary

| Theme                                     | Rating   |
|---|----------|
| <a href="#">Well-being</a>                | Adequate |
| <a href="#">Care and Development</a>      | Adequate |
| <a href="#">Environment</a>               | Adequate |
| <a href="#">Leadership and Management</a> | Adequate |

#### 1. Overall assessment

Children are settled, happy and have opportunities to make choices about their play. Staff show care, kindness and warmth to the children. They work consistently to keep children safe and have basic systems in place to develop the children. Leaders provide a generally safe and secure environment for children to explore however some areas are in need of improvement. Leaders manage the service adequately and are working to ensure the service is compliant.

#### 2. Improvements

Since the last inspection, the service has updated the statement of purpose to reflect all of the conditions within the National Minimum Standards for Regulated Childcare for Children up to the age of 12 years. They have also achieved a number of awards including healthy workplace awards and healthy pre-school awards.

#### 3. Requirements and recommendations

We have made a number of recommendations and these are detailed at the back of the report.

## 1. Well-being

**Adequate**

### Summary

Children feel sufficiently safe, happy and valued with nearly all children settling quickly into their routine. They make choices about their play. Interactions were generally positive with children responding to adult intervention in relation to behaviour. Children are interested in the activities and play on offer and develop their skills appropriately.

### Our findings

Children speak or express themselves as they receive an appropriate response/interaction and their home language is recognised. Children could use either Welsh or English with the staff. Children are confident communicators as their wishes, moods and needs are generally considered. During circle time, children could express how they felt by placing their picture on the corresponding feeling. Children have opportunities to make many choices. For example, they were given choices of milk or water to drink, a choice of activities and whether to join in with adult led activities.

Children cope with separation because appropriate daily transitions are in place to allow children to develop confidence and familiarity. They are familiar with their routine, for example, going straight to play on first arrival or beginning to tidy up when staff announced it was nearly time for circle time. Children are content and express enjoyment and they are beginning to develop bonds of affection. Children sat with staff members during story or singing time and would confidently approach staff to ask for a cuddle or help with something. One child, upon arrival, settled very quickly, going straight to play and happily chatted with staff members.

Interactions between children and adults are positive and nearly all children co-operate. They confidently asked for help with dressing a doll and sat at tables during snack and lunch time to eat. Most children played alongside each other and one pair played together to 'look after' their dollies. When children displayed unwanted behaviour, they listened to staff intervention and followed instructions or requests. Children are starting to show empathy. One child, showed particular concern for another child who was lying on the floor, asking a staff member if they were ok and another child told staff immediately about another child who was crying.

Children are engaged in their play and learning. They played for an age appropriate amount of time and concentrated for a length of time while colouring. They enjoy a reasonable selection of appropriate opportunities indoors and outdoors and can also relax and have quiet times. Children initiate their own play and activities, following their own interests from the toys available as well as being able to join in with adult led activities. Children mimicked the staff while discussing the weather and all children enthusiastically coloured their 'Diwrnod Santes Dwynwen' (Saint Dwynwen's Day) sheets, commenting on the person they

were going to give their colouring to. Younger children made noises and talked to themselves while playing. For example, one younger child babbled to himself while playing with the cars and another child talked about the food they were preparing in the home corner.

Children experience a variety of age/developmentally appropriate opportunities. They have opportunities to experience activities and play which develop a variety of skills including physical, creative, language and numeracy. Children have some opportunities to develop their independence skills enabling them to do some things for themselves successfully. For instance, children confidently went to get toys and resources from the storage boxes independently and were encouraged to wash and dry their hands, with support offered if needed.

## **2. Care and Development**

**Adequate**

### **Summary**

Overall, staff keep children safe and healthy although there are a few areas which need improvement. They manage interactions appropriately, consistently demonstrating positive behaviour and regularly praising the children. Staff promote children's play, learning and development adequately however staff provide limited opportunities to develop children's independence.

### **Our findings**

Staff are developing their understanding and are working towards implementing policies and procedures to promote healthy lifestyles, physical activities, personal safety and well-being. Overall, staff worked well to monitor children during the visit, however at times there were no staff monitoring the children while they were moving between their play room and down the corridor to the toilet. Staff understand their responsibilities to protect children and confidently explained what they would do if there was a child protection incident. However, they were not as confident about where to go if there was an allegation made against the leaders. Most staff implement appropriate cleaning and hygiene practices, however, staff wiped children's noses but didn't wash her hands after throwing the tissue away and in the after school club, children did not wash their hands before snack. Staff consistently encourage children to eat healthily, providing toast or fruit as snack and encouraging parents to provide a healthy lunch box.

Staff understand the behaviour management policy and generally implement positive behaviour management strategies. They encouraged children to join in with activities, but respected children's choice not to join in. They modelled good manners for the children and used appropriate language when dealing with negative behaviour. Staff act as good role models all of the time and are responsive, listening to the children's views. Staff knelt at the children's level when speaking or listening to them and consistently smiled at the children, demonstrating warmth and kindness.

Staff provide an appropriate range of play and learning activities. Staff used basic questioning with children during their play or an adult led activity. Staff consistently use observation sheets and trackers for individual children, recording skills and general development which is shared with parents regularly. They consistently use Welsh and support children whose first language is not Welsh. Staff offer some opportunities to develop independence, however, some opportunities were missed. For example, younger children were poured their drink from a jug by staff and older children had their food served to them.

### **3. Environment**

**Adequate**

#### **Summary**

Leaders and staff provide a safe and secure environment for children to explore. They complete risk assessments, however, leaders need to ensure that these identify specific risks and keep their own records of safety certificates/testing. Leaders provide an organised and sufficiently suitable environment for children and offer appropriate toys, resources and equipment.

#### **Our findings**

Leaders have satisfactory measures and policies in place to ensure that everyone is generally aware of their responsibilities in relation to the safety and welfare of children. The environment is generally safe, secure, and reasonably well maintained indoors and outdoors, however, on the day of inspection, leaders could not show written confirmation that all safety checks have been undertaken, for example..... Since the visit, the leaders have confirmed that these are now in place, and have sent Care Inspectorate Wales (CIW) a copy of the safety certificates. Leaders organise basic cleaning routines that reflect satisfactory hygiene practices. They complete satisfactory fire and general risk assessments, which are reviewed annually and acted upon, however, they do not identify specific risks. For example, the general risk assessment does not identify risks in relation to the door to go outside, the lock on the kitchen area gate, the procedure for supervising children going to the toilet, the schools outdoor play equipment and the hand driers. Since the visit, the leaders have completed a risk assessment for the procedure for supervising children going to the toilet and the hand driers.

Leaders ensure the environment has sufficient indoor play space for children to move freely. Children can access floor play space, table tops, and can use the top of storage drawers. Leaders ensure that the outdoor play space is regularly used and have access to the larger school play space which includes further resources and equipment. Leaders organise the environment appropriately so that it provides a satisfactory range of play opportunities suitable for the age ranges cared for. The premises are in the main welcoming and warm.

Leaders ensure that many children can access good quality and a satisfactory variety of age-appropriate furniture, toys and equipment indoors. They offer age appropriate furniture and equipment as well as some resources which promote multi-culturalism. Leaders confirmed that there are some resources and toys available for older children who may attend the after school club. There are sufficient resources to keep the children's interests, including balls, bikes, small world, books, construction and imaginary resources. There is an outdoor play area available which is well maintained and offers some play opportunities for the children.



## 4. Leadership and Management

**Adequate**

### Summary

Leaders are working adequately to ensure that the service is generally well run and meets the regulations. They have a basic self-evaluation process in place. Leaders appropriately manage the staff and other resources, however, some areas need improvement to ensure the service is fully compliant. Leaders are developing secure relationships with parents.

### Our findings

Leaders have a satisfactory statement of purpose, however, it did not include information about facilities, services, activities or an example of routines and it did not fully reflect the service. Since the visit, the service has updated their statement of purpose to include all required details and reflect the service. Leaders ensure they comply with the relevant regulations and the National Minimum Standards. Leaders have developed policies, reviewing them annually. They ensure that these are generally implemented, however, they do not clearly reflect their practise. For example, the medicine policy does not state clearly that they do not give over the counter medicine and there were two complaints policies, with one stating 14 days and another stating 10 days for dealing with complaints. Since the visit, the leaders have revised their policies to clearly reflect their practise. They have a very good understanding of their responsibilities to promote the Welsh language. Leaders keep nearly all of the required records, however, some children did not have the same parental permissions and not all forms were signed.

Leaders review the quality of care annually. They seek the suggestions of children, their parents/carers, and staff. The quality of care report shows the response to the questionnaires returned and explains how their service is run, including staffing, policies and procedures and health and safety. The service has achieved a number of awards recently, including Bronze and Silver Small Workplace Health awards as well achieving the Healthy Pre-School award. Leaders are currently working towards achieving the Healthy Snack award.

Leaders follow a basic recruitment process to safeguard children, however, not all evidence of pre-employment checks were in place. For instance, one staff member did not have a Curriculum Vitae (CV), and one did not have a CV or medical declaration of health. Another had a CV but contained gaps in the work history without any evidence of the gaps being discussed and had no job description in place. Since the visit, leaders have confirmed that all evidence of suitability checks are in place. Leaders implement an appropriate induction procedure for volunteers and staff. Staff explained that they feel very supported and are given good information to ensure they could work well. The performance management process is satisfactory and encourages practitioners to attend mandatory and other training, including behaviour management and manual handling. Leaders carry out basic

supervisions and appraisals, with regular verbal discussions undertaken. On the day of inspection, leaders deployed staff to ensure staffing ratios were generally met, however, upon inspection of previous attendance records, there was no specific record of times when the staff were caring for children. Since the visit, leaders have confirmed that they are recording the actual times of staff attendance including the times when staff are not directly caring for the children.

Leaders ensure that communication and engagement systems with parents are adequate. They generally keep parents informed through daily verbal feedback and messages. Leaders are developing links with relevant professionals and the community. Feedback from parents/carers was positive. They commented that they were happy with the service, that they get given lots of information and their children had settled very quickly. Children commented that they like coming to the service and they had lots of friends there.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

None

### **5.2 Recommendations for improvement**

We recommend that:

- staff are confident about where to go if there was an allegation made against the leaders;
- staff ensure consistent practise around ensuring children washing their hands before snack and that staff wash their hands after helping children wipe their noses;
- staff create further opportunities for developing children's independence;
- leaders develop the role of staff members in enhancing children's play;
- leaders review and update risk assessments to identify specific risks;
- leaders ensure staff consistently record when they are caring for children; and
- leaders obtain a copy of safety certificates for their own records.

## **6. How we undertook this inspection**

This was a full inspection undertaken as part of our normal schedule of inspections. One inspector visited the service on 23 January 2020 for approximately 6 hours and 50 minutes. We:

- inspected a sample of documentation and policies;
- we made general observations of the interactions between the staff and the children attending the service;
- undertook a SOFI observation using the SOFI 2 tool;
- carried out a visual inspection of the rooms that the children use;
- spoke to the staff, the registered person, person in charge and some parents; and
- provided feedback by telephone on 29 January 2020.

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

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## 7. About the service

|  |   |
|--|---|
| Type of care provided  | Children's Day Care<br>Full Day Care  |
| Registered Person  | Julie Davies<br>Claire Morgan   |
| Person in charge   | Claire Morgan<br>Julie Davies   |
| Registered maximum number of places  | 14  |
| Age range of children  | Two years to eight years  |
| Opening hours  | 8am to 5pm<br>Monday to Friday<br>Term time only  |
| Operating Language of the service  | Welsh   |
| Date of previous Care Inspectorate Wales inspection                            | 9 March 2017  |
| Dates of this inspection visit   | 23 January 2020   |
| Is this a Flying Start service?  | Yes   |
| Is early years education for three and four year olds provided at the service? | No  |
| Does this service provide the Welsh Language active offer?                     | This is a service that 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. |
| Additional Information:  |   |

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