



Childcare Inspection Report on

Bendi-gedig Child Care

**King Edward Street
Barmouth
LL42 1RL**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

20/02/2019

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Description of the service

Bendi-gedig Child Care is registered to care for up to 40 children. They are open from 8:00am to 6:00pm, Monday to Friday and care for babies and children up to the age of 12. The registered organisation Bendi-gedig Child Care have appointed Heidi Blakemore and Rowenna Owen as Responsible Individuals. Emma Hickman and Jodie Mathews are the appointed Persons in Charge of the day to day running of the service. The service is an English speaking service, and at present does not provide an 'Active Offer' of the Welsh Language.

Summary

1. Overall assessment

Children are happy, they are listened to and as a result they are well settled. Staff are dedicated to delivering an improving service that recognises and meets individual needs. Leaders have access to a number of different areas, which are used effectively to offer a variety of different and interesting experiences. Leaders are committed and dedicated to providing a service that families can rely on and where children feel safe and secure. They are dedicated and committed to driving the service forward and have shown a willingness to go above and beyond to implement positive changes which children benefit from.

2. Improvements

This was the first inspection since registration on the 16 July 2018.

The service offers care to babies and children up to the age of 12 and is now registered as a full day care provider; this is a change to their registration. The service initially registered as an out of school provider, offering an after school club and a holiday club. Care Inspectorate Wales completed this inspection over two visits due to the change in registration.

Since registration, leaders have implemented a number of changes and improvements;

- developed the ground floor to offer full day care facilities;
- increased security; fitted a key pad lock to restrict access;
- developed new play rooms for younger children and additional facilities such as toilets, nappy changing area and bottle preparation area;
- children now enjoy healthy balanced meals from a pre-planned menu;
- children's independence is promoted;
- staff contribute to planning that recognises individual needs and children's ages.;
- all policies, procedures and statement of purpose have been updated.

3. Requirements and recommendations

We made three recommendations in relation to further promoting independence and health and safety and promoting healthy eating.

1. Well-being

Summary

The children are happy and settled. They successfully influence how they spend their time, co-operate well with those around them and are forming friendships. They benefit from experiencing both child led and adult led activities and are encouraged to complete suitable tasks for themselves.

Our findings

Children confidently communicated their needs. The children were full of enthusiasm because they looked forward to the activities they could enjoy and they spoke to us about what they liked doing most at the after school club. Children could choose from a range of planned activities or they could let off steam by using the soft play resource. Younger children attending full day care follow a structured day, with the starting point for the planning being children's interests, meaning their opinions are valued and acted upon positively.

Children coped well with daily transitions because they were well supported. Children were forming friendships and they enjoyed spending time with one another. For example, children spoke fondly with each other on their way to the service from school and younger children received well-planned care to enable them to settle and become familiar with the routine. They were enthusiastic in their play and benefited from the broad range of opportunities available to them. For example, younger children spent time both indoors and outdoors they were busy and learnt about the world around them. They enjoyed their trips to the beach and painting, but also relaxed listening to the stories and followed their own interest when choosing what area they wanted to play in.

Children were polite and generally used good manners without prompt; they waited their turn to race through the soft play facility and cheered one another. The children expressed empathy and sensitivity to one another needs, for example, the older children took care of younger children, ensuring everyone had their turn. Siblings were encouraged to spend time with each other, they felt secure knowing they could see each other if they wanted.

Independence was promoted during snack time after school when children ordered their own food in the cafe and collected their own food and cutlery. Younger children were encouraged to self-feed. Some opportunities were missed to further promote independence, such as clearing their own plates after meal times. Children flourish and grow due to the consideration given to their needs.

2. Care and Development

Summary

Staff endeavour to implement the service's policies and procedures. Overall, staff promote children's health, well-being and safety. Positive behaviour is celebrated and they provide a nurturing and caring atmosphere.

Our findings

Most of the staff are starting to understand how to identify and manage risks. As numbers grow rules had to be formalised and effective routines established, for example, parents were informed that ride on toys could not be used when walking to the service from school. High visibility jackets were worn and a register kept of who would be attending. Staff spoken to had a good understanding of their responsibilities in relation to safeguarding and meeting medical needs; appropriate records were kept when required and all training was up to date.

Nearly all staff actively promoted healthy lifestyles; staff implemented a varied healthy menu, supporting children to develop healthy eating habits. However, they were offered juice to drink and we recommended staff and leaders consider and implement Welsh Government's best practice guidance, Food and Nutrition for childcare settings.

Staff responded to children consistently. The interactions were positive demonstrating warmth and kindness. Staff consistently gave the children their time, chatting to them about what they were up to and matters of interest to them. Nearly all staff were sensitive to the needs and experiences of individual children. For example, when all were included in a race, consideration was given to varying abilities meaning all children gained a sense of achievement from their successes. Staff act as good role models.

Many of the staff had a good understanding of child development across the age range of children they were caring for and as a result they were committed to providing a broad range of play and learning experiences. Staff had a sound knowledge of the individual needs of the children they cared for. Learning journals had been started to track progress and plan for next steps in children's learning. Staff took time to establish the starting point; the learning tree on the wall reflected children's achievement and showed recognition that all children's learning journeys were different.

Activity planning reflected the ages of the children and the type of service. After school children had time to relax and reflect after a day at school and additional needs were recognised and supported.

3. Environment

Summary

Leaders ensure children are cared for in a safe and secure environment. Risk management procedures are effective and there is sufficient space to meet the children's needs. Leaders provide access to furniture and materials that are appropriate and offer children varied play and learning opportunities.

Our findings

Leaders have effective measures in place to ensure everyone understands their responsibilities in relation to the safety and welfare of children.

The service operates over two levels. The ground floor is used for the younger children and the holiday club. The after school club children enjoy activities on the first floor, which operates as soft play facility between the hours of 9:00am and 3:00pm Monday to Friday. Risk assessments have been completed, but these were not dated. We saw no obvious risks to children's safety.

Leaders organise regular cleaning routines that reflect good hygiene practices. Leaders have taken action to ensure all staff understand health and safety requirements and follow the service's policies and procedures, with evidence of staff signing to acknowledge they had read them. Fire drills had taken place and fire alarms were tested weekly. Leaders kept a log of all visitors to the building, and we saw evidence they had been made aware of the process to be followed in the event on an emergency. Regular visitors to an additional music therapy room did not affect the day-to-day running of the service, and children could use the facility when not in use by others.

Leaders ensure the environment provides children with the space to move freely and supports children to be able to reach their full potential. The space available was used flexibly. The large upstairs soft play area provided many opportunities for physical activity, with quieter areas for relaxation, where children could relax on the comfortable sofa and watch television. There was also space for snack and a broad range of table top activities. The main room for the younger children was spacious and provided different areas of learning, with a quiet sleep room next door. A larger room mainly used by the holiday club was also available for others and provided additional space for a range of activities. There is no outdoor play area, however leaders and staff make extensive use of the community facilities, such as nature trail and park nearby ensuring children spend time outdoors in the fresh air.

Leaders provide access to a broad range of good quality resources that are age appropriate. These were available in sufficient quantity, were clean and well maintained.

Leaders have plans to continue adding to the resources available as the service grows.

4. Leadership and Management

Summary

Leaders are diligent and strive to ensure they comply with regulations. They set high expectations and when changes are required ensure that they focus on children's needs. These changes are implemented and understood by staff. Roles and responsibilities are clearly defined with a relationship of trust and clear communication with parents.

Our findings

Leaders maintain and share an up to date informative statement of purpose that accurately reflects the service provided and leaders appropriately seek guidance and support to further their knowledge on their regulatory responsibilities. High expectations are set and they actively encourage staff to implement changes when required. For example, swift action was taken to implement changes when walking children from school and when the menu was altered. Parents were kept well informed of the improvements.

Leaders have fully engaged and notified Care Inspectorate Wales of significant changes within the service. They have demonstrated a sound understanding of their responsibilities. Promoting the Welsh Language is given priority through the use of basic Welsh words and bilingual signs. Those staff able to speak Welsh are available to do so and leaders were actively working towards meeting the Active Offer of the Welsh Language.

Leaders have already actively implemented a system for self-evaluation and have sought the views of those using the service. We saw suggestions had been gathered from those using the service and leaders demonstrated a keen interest to ensuring they provide a service the local families benefit from.

Leaders follow a timely and robust recruitment processes to safeguarding children. Staff had valuable experiences from the childcare sector and leaders actively sought to deploy staff to areas their areas of expertise. For example, the appointed person in charge has vast experience which has been well utilised when the service changed to offer full day care service for babies and children up to the age of 12. Leaders implement positive systems to complete suitability checks as required with an effective induction process ensuring staff are familiar with their roles and responsibilities. Staff told us they felt well-supported and that they really enjoyed their work. Supervision takes places regularly with planning under way for annual appraisals once staff are well established in their roles.

Leaders implement good communication with parents through a variety of different methods. Parents could access a regularly updated floor book containing photographs of what the children had been doing. Detailed written daily diaries are completed for the younger children with verbal feedback provided for older children. Leaders have strong procedures in place for monitoring children's progress and have established positive links with community workers.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

Leaders to consider:

- recording the date when risk assessments have been completed;
- providing additional opportunities for children to build on their independence skills,
- actively working towards the implementation of Welsh Governments best practice guidance, Food and Nutrition for childcare settings.

6. How we undertook this inspection

This was a full unannounced inspection undertaken as part of our normal schedule of inspections. A concern had been received in relation to children's safety and staffing, this was discussed with the Registered Persons as part of the inspection.

Two inspectors visited the service on the 20 February 2019 between 1:30pm and 5:00pm. A second visit was completed by one inspector on the 10 April 2019 between 10:30am and 4:30pm.

We:

- inspected a sample of documentation, policies procedures and staff files;
- additional documentation was sent to use in between both visits to reflect the changes in registration;
- we inspected the premises during both visits;
- observed the children within the environment and when being walked back from school;
- spoke to the children and parents;
- spoke to additional service who use the therapy music room;
- observed preparation of the soft play area, when it was evacuated by the public; and
- provided the leaders with detailed telephone feedback

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	Heidi Blakemore Rowenna Owen
Person in charge	Emma Hickman Jodie Mathews
Registered maximum number of places	40
Age range of children	Babies to 12 years old
Opening hours	8:00am – 6:00pm Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	First inspection since registration 16 July 2018
Dates of this inspection visit(s)	20 February 2019 & 10 April 2019
Is this a Flying Start service?	No
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 is working towards providing an active offer of the Welsh Language.
Additional Information:	

Date Published 1st July 2019

