Childcare Inspection Report on
Cylch Meithrin Maes y Morfa

Tŷ’r Gofalwr
76 Stacey Road
Cardiff
CF24 1DR

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg
This report is also available in Welsh

Date Inspection Completed
06/02/2020
<table>
<thead>
<tr>
<th>Ratings</th>
<th>What the ratings mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>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</td>
</tr>
<tr>
<td>Good</td>
<td>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.</td>
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<tr>
<td>Adequate</td>
<td>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.</td>
</tr>
<tr>
<td>Poor</td>
<td>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</td>
</tr>
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Description of the service

Cylch Meithrin Maes y Morfa is based in a two-storey building in Roath, Cardiff. The service has been in operation since October 2018 and is registered with Care Inspectorate Wales (CIW) to provide full day care for a maximum of 17 children aged two to five years. It currently opens during term-time for a morning session, with the option of a breakfast club and transport to school at the end of the session. The responsible individual acting on behalf of the organisation is Ann Williams, and a person in charge (PiC) runs the service on a day-to-day basis. The service is part of the Flying Start scheme and operates through the Welsh language.

Summary

<table>
<thead>
<tr>
<th>Theme</th>
<th>Rating</th>
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<tbody>
<tr>
<td>Well-being</td>
<td>Good</td>
</tr>
<tr>
<td>Care and Development</td>
<td>Good</td>
</tr>
<tr>
<td>Environment</td>
<td>Good</td>
</tr>
<tr>
<td>Leadership and Management</td>
<td>Adequate</td>
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1. Overall assessment
Children have good opportunities for play and learning within a nurturing and responsive service. They settle well and are comfortable and at ease within their surroundings. Most children engage appropriately with other children and staff and make positive connections and friendships. A well-qualified staff team have suitable knowledge of the children’s needs and work closely with parents and other professionals. The environment is well-resourced indoors and adequately resourced outdoors. Leadership and management of the service is adequate overall and the RI was receptive to issues identified for improvement based upon our findings. Parents told us that they are happy with the service and that their children are developing as a result of attending.

2. Improvements
This is the first inspection since being registered.

3. Requirements and recommendations
We identified two matters of non-compliance during the inspection, in relation to regulation 15 (4) (a) and (b) - statement of purpose and regulation 31 (1), schedule 4 (2) (a) and (d) - provision of information. The statement of purpose had not been updated in line with current service provision, we had not been informed of an additional person in charge or of
a change of details for the organisation. As there was no impact on children and the provider took immediate action to rectify the issues, we have not issued non-compliance notices on this occasion.

Recommendations are summarised in section 5.2 of this report.
1. **Well-being**

**Summary**

Children are encouraged to make choices and are happy and have fun at the service. They are provided with good opportunities to develop a wide range of skills to promote their development. Children are developing positive relationships and their social skills are developing in line with their age and stage of development.

**Our findings**

Children have a strong voice at the service. They are encouraged to choose what they want to play with. However, we saw staff sometimes direct the children in their play, which they did not always need. Children were obviously very familiar with the activities and areas available and they were confident in selecting from available resources to further enhance their play. Children’s self-expression is encouraged and we observed staff carefully listening to children and showing an interest in their play and conversations. The children are given appropriate time to respond to questions and all staff acknowledge children’s attempts at communication. Children’s ideas and recommendations are included in the planning.

Children are happy, safe and valued at the service. They have developed strong relationships with staff and their needs and wants are catered for. We saw one child did not want to join their peers in the upstairs playroom so a member of staff stayed with them in the downstairs playroom to continue an activity. Children know the routine and they are happy and confident when asking for songs to be sung at circle time, for example.

The majority of children play well together and are learning to share and cooperate. They interact appropriately in line with their age and stage of development. We saw children receiving consistent praise and encouragement from staff when persevering for an appropriate amount of time at an activity.

There are many opportunities for children to engage in appropriate play and learning as well as plenty of opportunities for children to relax and have quiet time during the session. Children can enjoy child-led uninterrupted play as well as adult-led activities. We saw that children had access to a wide range of natural resources set over two rooms that were appropriate for the age and stage of their development. Children’s independence is strong at the service and resources are stored openly for the children to access them independently. Children are prompted to wash their hands independently in preparation for
snack and are, with support, able to help with tidying up when an activity has come to an end.
2. Care and Development

Summary

The staff team work very well together. There are consistent expectations of behaviour and interactions are well managed. There are good systems in place for monitoring children’s development.

Our findings

Staff are aware of their responsibilities with regards to keeping children safe. They are well trained in child development and mandatory training such as safeguarding, food hygiene and paediatric first aid is up to date. However, knowledge of safeguarding was inconsistent. Accidents and incident forms are recorded effectively. However, not all forms we looked at were signed and dated by parents. Children develop an understanding of healthy lifestyles by receiving support to wash their hands before snack and after using the toilet. Children are provided with a nutritional snack and are offered water or milk. They also benefit from tooth brushing during the session.

All staff work in line with their behaviour management policy and are aware of outside agencies for support when dealing with children’s unwanted behaviours. They act as good role models and encourage children to be kind to each other. For example, we heard “bydd yn ofalus” and “dim taflu” to reinforce appropriate behaviour. We heard lots of praise and recognition of good behaviour and work, and clear answers to questions asked, which the children valued as they smiled happily.

All staff are keen to promote children’s development. There is a key worker system in place and staff make use of a number of development tracking documents in order to plan appropriate activities for the age and stage of children. Planning and evaluations are completed daily which enables staff to effectively plan in the moment. Staff are very nurturing towards the children and we heard them being supportive and caring. All staff attend to children’s personal needs promptly and we saw children happy to approach them. Some staff sometimes intervened too early in the children’s play which promptly ended some play situations. All staff encourage children to develop curiosity about children’s differing lives and beliefs by celebrating cultural events such as Chinese New Year, Diwali and St David’s Day. Staff consistently support children to develop their independence and social skills; for example, during snack time and when using the bathroom.
3. Environment

Good

Summary

The environment is inviting to children. Play areas are well-maintained and resources are in a very good condition. There are a wide variety of resources and activities to keep children engaged and stimulated and good risk assessments are in place to ensure children’s safety.

Our findings

Leaders ensure that the service is secure and no unauthorised access is allowed. Visitors are required to sign in and out of the building using a visitor’s book. Registers of attendance for children are completed, including times of arrival and departure. Both gates and doors that provide access to the site are locked during operational hours and are monitored consistently by staff. Daily risk assessment checks are in place and there are good risk assessments in place to promote children’s safety.

Leaders ensure the suitability of the environment and provide warm, welcoming play spaces for children attending. The play spaces are set out over two separate floors, which both promote children’s independence by offering low, open shelving units displaying a wide variety of resources suitable for their age and stage of development. There are designated areas across both rooms which allow for both active and quiet play. Leaders ensure that the outdoor area is suitable for the children and daily checks of this area are completed. Child sized toilets and hand basins are situated within the ground floor play room with access via a door in the main play area. Nappy changing facilities are also available. Leaders ensure that cleaning rotas are in place and overall, these ensure that areas are kept clean. However, we saw that the nappy changing area and the hallway and stairs leading to the first floor had not been attended to sufficiently.

Leaders ensure that children have access to a wide range of good quality, developmentally appropriate play and learning resources. We saw that children were cutting fresh herbs and adding them to their playdough for added sensory experience. The service has multicultural resources which are fully accessible to the children. Resources support the foundation phase curriculum and are appropriate for the children’s age and stage of development.
4. Leadership and Management Adequate

Summary
Leaders have developed a number of policies and procedures to help them manage the business and monitor quality as it becomes established. There have been some omissions in relation to documentation and keeping CIW informed of necessary changes, although we found that this has not adversely impacted on the quality of children’s care. Many aspects of the service are well run and leadership overall is suitable. Partnerships with parents and other agencies are positive.

Our findings
Management of the service on a daily basis is good. However, overarching leadership needs some improvements to ensure compliance moving forward. There is a statement of purpose in place which sets out the ethos of the club so that parents can make a choice about its suitability for their child. This had not been updated to reflect current opening hours, although this has since been rectified. Also, we found that CIW had not been informed of a change of name for the charity running the service, meaning that the registration certificate was incorrect. This oversight was also rectified immediately when we pointed it out to the RI. Enforcement action has therefore not been taken on this occasion in respect of the statement of purpose and provision of information. A wide range of policies and procedures are in place, which have been reviewed. Children’s contracts include relevant information and confidential information is stored securely. We saw that all mandatory staff training was up-to-date and renewals are scheduled as needed. Some additional training has also been completed such as handling conflict and motivating staff. The service operates through the medium of Welsh and is providing the Active Offer with regard to providing a Welsh language service. There is evidence of planning for improvement and quality assurance processes. Questionnaires are used by the provider to obtain feedback on the service and a quality of care review report has been submitted to CIW as part of the required Self-Assessment of Service Statement (SASS). We were told that children are regularly asked their opinions and activities are adapted according to their developing interests. We saw that staff meetings and daily informal discussions offered an opportunity for staff to voice opinions on the service and make suggestions, although the minutes of staff meetings did not provide a thorough overview of the meetings. We noted that the service had not received any complaints, although a complaints procedure is in place should it be required.

Management of staff and resources is adequate. Staff employed are suitably qualified and experienced to work with children and an appropriate induction programme is in place. During our first visit, not all information on staff files was available for us to view as it was not all kept on site. We were able to view records fully on the second day of inspection. All staff members have a current Disclosure and Barring Service check and annual appraisals.
monitor achievements and provide direction for practitioners. Supervision sessions are held as required and we saw that although not all supervision records were signed by the RI, the content of the discussions were meaningful and comprehensive. All staff that we spoke with told us that they feel valued by leaders and are confident to ask for guidance. Staff also indicated that they feel they work well as a team, which our observations confirmed.

Partnerships with parents and other agencies are effective. An ‘open door’ approach encourages parents to visit the service and discuss any concerns if needed. A notice board providing information for parents is located in the entrance hall and policies and procedures are available for parents to read. Discussions with parents confirmed that they are happy with the service provided and the quality of their children’s care. Parents also confirmed that staff are approachable and that parents are confident to discuss any issues with them. For example, one parent we spoke with stated that their child’s speech and social skills have really developed since attending. The service also maintains appropriate links with partner agencies.
5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections
None.

5.2 Recommendations for improvement

We discussed the following recommendations with the RI:

- Staff should attend refresher training in safeguarding in order to strengthen their knowledge;
- ensure all accident and incident paperwork is signed and dated by parent/carer;
- ensure that cleaning rotas are always adhered to (in particular the nappy changing area, hallway and stairs) and complete the infection control audit tool;
- include more detail in staff meeting minutes to reflect who is present, what is discussed and any action points;
- ensure all supervision records are signed by the RI and
- ensure all information required in staff files is kept on site.
6. How we undertook this inspection
This was a full, post-registration inspection which was undertaken as part of our normal schedule of inspections. Two inspectors completed two visits to the service, the first of which was unannounced, for approximately seven hours in total. We:

- Observed staff practice and interactions with children;
- spoke to the responsible individual, person in charge, most staff present, some children present and five parents/carers;
- reviewed information held by CIW, including the registration report;
- examined a range of documentation including, policies, procedures, daily records, a sample of children and staff files, and other relevant records maintained at the service;
- undertook a visual inspection of the areas used by children and
- provided verbal feedback at the end of the inspection to the responsible individual and person in charge.

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| Ann Williams          |
| Person in charge      | Abigail Harding       |
| Registered maximum number of places | 17 |
| Age range of children | 2-5 years old         |
| Opening hours         | 9:30am-12:00pm with option for additional breakfast club and school transport |
| Operating Language of the service | Welsh |
| Date of previous Care Inspectorate Wales inspection | Not applicable |
| Dates of these inspection visits | 3 and 6 February 2020 |
| Is this a Flying Start service? | Combination of Flying Start and privately funded places |
| Is early years’ education for three and four year olds provided at the service? | No |
| Does this service provide the Welsh Language active offer? | Yes. 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: None.

Date Published 02/04/2020