



Childcare Inspection Report on

Borthyn Bunnies and BB Club

**Ysgol Borthyn
Denbigh Road
Ruthin
LL15 1NT**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

17/12/2019

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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

Borthyn Bunnies and BB club offers full day care and runs from Ysgol Borthyn, Ruthin. Teleri Llwyd-Jones is the responsible individual and Marian Lloyd-Chambers is the person in charge of the day to day running of the service. The service opens Monday to Friday from 11:30- 17:30 and runs term time only. The service is registered to care for a maximum of 19 children from aged 0 to 12 years. Early education is offered for funded children.

English is the main language of care with Welsh promoted. This is a service that does not provide the Welsh language 'Active Offer'.

Summary

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

1. Overall assessment

Children are happy and enjoy attending the service. They interact well and the playgroup children are enthusiastic about their play and learning. Staff keep children healthy and safe and the environment is clean and welcoming but play experiences could be improved in the after school club. Leaders are keen to learn, welcome constructive criticism and have good relationships with parents and the wider community. However, improvement is needed in the leadership and management of the service in order to meet our regulations.

2. Improvements

Since registration, leaders track children's development electronically and activity planning has improved for the playgroup children. New toys and resources have also been purchased.

Following the inspection the person in charge provided us with:

- An updated statement of purpose but a minor amendment is still required to fully meet regulations;
- allergy information for three children;
- an amended behaviour policy;
- a BB club routine to be implemented from January 2020 and
- a blank children's collection form.

3. Requirements and recommendations

During this inspection, we identified an area where the responsible individual is not meeting the legal requirement and this is resulting in potential risk and/or poor outcomes for children using the service. Therefore, we have issued a non compliance notice in relation to the following:

- Keeping of records (regulation 30): Children's registration records had required information missing.

Details of the actions required are set out in the non-compliance report attached.

We have also advised the person in charge that improvements are needed in relation to staff appraisal/supervision (regulation 29), staff files (regulation 28), statement of purpose (regulation 15) and fire drills (regulation 38) in order to fully meet the legal requirements. Notices have not been issued on this occasion, as there was no immediate or significant impact for children in relation to these issues. We expect the responsible individual to take action to rectify these and they will be followed up at the next inspection.

We made recommendations in relation to play opportunities in the after school club children, policies/risk assessments, registers and snack preparation.

1. Well-being

Good

Summary

Children express themselves confidently and develop positive relationships with adults and their peers. They interact and co-operate well and most children enjoy their play, learning and recreational activities. Children are developing their independence, which helps prepare them for school.

Our findings

Children spoke and expressed themselves well and their wants and needs were mostly considered. For example, children decided what they wanted to play with and who they wanted to play alongside. They decided if they wanted help cutting up their lunch and decided what they wanted to eat at snack time. The playgroup children had plenty of free play opportunities with resources which met their interest levels. However, they were encouraged to only choose toys which were set out for them, which on a few occasions, prevented them from following their own interests.

Most children were content and becoming familiar with the routines. For example, children happily put their photograph on the board during registration and settled straight to activities. Children knew staff well and had positive relationships with them. They happily took part in adult led tasks such as counting the Christmas presents and after school club children were at ease when chatting to staff about their Christmas dinner. Children we spoke to told us they liked coming to the service, which was confirmed by parents.

Most children interacted and played alongside each other well. For example, most followed instructions to tidy up resources and they were beginning to share equipment appropriately. For example, young children independently divided their dough and gave some to their friends. Most children looked after toys and resources carefully and many were polite and kind to each other. For example, children reminded their friends to put resources away and we heard many children using 'please' and 'thank you' without being reminded.

Most children showed good levels of engagement during their play. A particular favourite was when children excitedly used Christmas paper and tape to wrap items and they happily completed other tasks whilst humming songs such as 'Jingle Bells'. The playgroup children were very enthusiastic in their play because they had a good range of interesting opportunities. Out of school club children coloured pictures happily but when asked about their time at the service, told us they wish there were more activities to do.

Children had access to activities which enabled them to develop appropriate skills including independence. They did things for themselves such as tidying resources away, putting their coats on and playgroup children served themselves and poured their own drinks.

2. Care and Development

Good

Summary

Staff understand how to keep children healthy and safe. They are kind in their approach and manage interactions well. Staff successfully meet most children's individual needs and plan a good range of experiences which promote and develop children's skills.

Our findings

Staff followed effective procedures which kept children healthy and safe. For example, children's attendance records were completed accurately, staff attended mandatory training such as paediatric first aid training and leaders were working towards the healthy sustainable pre-school award. This demonstrated staff understood the importance of good health in the early years. Staff also promoted good oral health by providing daily opportunities for children to brush their teeth at the service. When questioned, staff knew who to notify should there be a concern about a child and all staff had received child protection training. Accident/incident records were completed accurately and were shared and signed by parents. Good cleaning and hygiene practices were generally followed. However, this could be more effective if only those with up to date food hygiene/safety certificates prepared the snack. Staff promoted healthy lifestyles appropriately by offering children healthy food and providing daily outdoor play for the playgroup children.

Staff interactions were positive and demonstrated warmth and kindness. Staff implemented a range of positive strategies to manage the children. For example, children were praised, re-directed and spoken to firmly when needed. The behaviour policy needed amending to match the needs of the younger children. This was done and sent to us before the report was written. Staff had a good knowledge and understanding of child development and were sensitive to the needs and experiences of individual children.

Staff provided a nurturing, caring environment and were responsive towards children's individual needs. For example, staff promptly supported children who needed more help to follow instructions or complete tasks. The person in charge ensured the Welsh language was embedded in to daily practice. For example, through singing Welsh songs, counting and modelling incidental Welsh confidently during activities and tasks. Staff supported children well to develop skills through a broad range of experiences linked to the foundation phase curriculum. These included listening and joining in with Christmas stories, counting the number of Christmas presents and developing their creative skills by decorating fir cones and making Christmas cards. Observation notes were kept and were used to plan for children's next steps in learning and were regularly shared with parents.

3. Environment

Adequate

Summary

Overall, leaders have appropriate procedures in place to keep children safe. Leaders provide a welcoming environment with clean, developmentally appropriate resources. However, the out of school club environment could be improved.

Our findings

Leaders provided a secure environment for children. For example, the outdoor area was enclosed, doors to the service were locked and we were asked to sign the visitors' book on arrival. However, when we asked for fire drill records, none were found. The person in charge informed us that they conducted fire drills regularly, at both the playgroup and the out of school club, but there was no written records to support this. This did not meet our regulations. Written risk assessments had been completed showing how leaders and staff reduced or eliminated potential risk in both the premises and during activities undertaken. However, risk assessments were not reviewed regularly enough and needed review dates adding to the document.

Leaders ensured the playgroup environment was welcoming and provided rich play and learning experiences. For example, resources and play spaces reflected the foundation phase principles across two early years rooms and an outdoor area. These contained good quality resources such as a stimulating Christmas role play area, an exploration circle and mark making resources. The environment was light and bright and also contained cosy, quiet areas where children could relax. Children's work was attractively displayed, which provided a sense of value and belonging. Low level toilets and hand washing facilities enabled children to take care of their personal needs with growing independence. However, at the out of school club, play experiences and resources could have been more varied and leaders did not offer older children enough outdoor play. Following the inspection, we were sent a copy of a new out of school club routine to be implemented from January 2020 which contained a wider range of play opportunities for the older children.

Leaders ensured children had a range of good quality resources which were well matched to the younger children's ages and stages of development. For example, children had opportunities to use different materials and textures when using the dough. They experimented with pipe cleaners and glitter to make their own creations. Leaders promoted diversity appropriately by celebrating important festivals including food tasting and they read stories from other cultures. Natural objects were explored through sensory activities and stories such as 'We're going on a leaf hunt' and toys and resources were clean and in good condition.

4. Leadership and Management

Adequate

Summary

Leaders listen to constructive feedback, are keen to make improvements and have good relationships with parents and the wider community. Staff work well together and feel supported. However, action is needed in order for the service to meet all regulations.

Our findings

Leaders were new to the role, keen to learn and wanted to make improvements. Most policies and procedures were understood and followed. However, children's registration records did not meet regulations as there was required information missing from their individual records. We issued a notice of non compliance in order for this to be urgently addressed. Staff told us they enjoyed working at the service, felt supported and could contribute to activity planning. The statement of purpose provided information on what the service had to offer. However, to fully meet requirements one minor amendment was needed. We also found the service's policies and procedures needed review dates adding.

Leaders were reflective and immediately started to address some of the issues we raised during the inspection. Questionnaires had been sent out earlier in the year and these were very complimentary about the service and the care provided. Leaders were keen to improve the service and had recently started tracking children's progress electronically which they hoped was going to be more effective.

Overall, leaders managed staff appropriately. All staff received appropriate induction which ensured they had a clear understanding of how the service operated. Recruitment processes were satisfactory with all staff having up to date Disclosure and Barring Service (DBS) Certificates and they attended regular training to improve their knowledge and expertise. However, supervision and appraisals were not carried out often enough. On the day, leaders ensured staff were deployed well and staffing ratios were met. However, staff working that day did not sign the register. Some staff files were missing documentation such as employment history, contract and a second reference which were required by regulation.

Leaders kept parents well informed about their child's time at the service through daily chats at drop off and collection time. Further information was periodically shared throughout the year which kept parents up to date with their child's developmental milestones and achievements. Leaders were approachable and all parents spoken to, spoke highly of the staff and the care they provided. Leaders had close links with the school and children benefited from the school's resources. Being familiar with the adults and the building also ensured a seamless transition in to full time education.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

To improve practices, leaders could consider:

- Adding review dates to policies and risk assessments;
- asking staff to sign the registers to show which staff are working that day and to evidence appropriate ratios are being followed;
- providing a wider range of play and recreational resources/activities for the out of school club children and
- ensuring only those who have attended food safety training prepare the children's snack.

6. How we undertook this inspection

This was a full unannounced inspection undertaken as part of our normal schedule of inspections.

One inspector visited the service from 11:30-17:30 on Tuesday 17 December 2019.

We:

- Observed practice and completed observations using the SOFI2 tool to evidence the children's engagement and the care being provided by staff;
- inspected the environment, toys and equipment;
- spoke to the children, staff and three parent/carers;
- spoke to the person in charge and the responsible individual;
- looked at a wide range of records including the statement of purpose, policies, procedures, three staff files and four children's records and
- provided feedback to the person in charge on the day of inspection and provided additional feedback to the person in charge via telephone on Thursday 19 December 2019.

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	Teleri Llwyd-Jones
Person in charge	Marian Lloyd-Chambers
Registered maximum number of places	19
Age range of children	2-12
Opening hours	Monday to Friday term time only 11:30-17:30
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	First inspection since re-registration
Dates of this inspection visit(s)	17 December 2019
Is this a Flying Start service?	No
Is early years education for three and four year olds provided at the service?	Yes
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of the children who use, or intend to use the service. We recommend that the service provider considers the Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh Language in social care'.
Additional Information:	

Date Published 13/02/2020



Care Inspectorate Wales

Children and Families (Wales) Measure 2010

Child Minding and Day Care (Wales) Regulations 2010

Regulation and Inspection of Social Care (Wales) Act 2016

Non Compliance Notice

Childrens Day Care

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website
www.careinspectorate.wales

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Leadership and Management	Our Ref: NONCO-00009034-TSNG
Non-compliance identified at this inspection	
Timescale for completion	21/02/20
Evidence	
Description of non-compliance/Action to be taken	Regulation number
Regulation 30 of the child minding and day care (wales) regulation 2010: The responsible individual did not ensure children's records contained all the relevant information. The responsible individual must provide CIW with evidence to demonstrate children's registration records are complete and contain all required information. This must include: date of birth, gender, religious/cultural background, GP contact details, health information, collection arrangements and dietary needs.	
<ul style="list-style-type: none"> - The registered person is not compliant with regulation 30. - This is because on Tuesday 17 December 2019 we looked at four children's registration records and found required information missing. - Of the four records looked at two had missing gender, date of birth and religious/cultural information, two had missing collection arrangements and dietary needs, all four had missing GP contact details and health information. - The impact on people using the service is without this information being held on record, children's individual needs are not known and their health and safety could be compromised, particularly in the case of an emergency. 	