



Inspection Report

Step By Step Llanrumney Hall

**Ball Road
Llanrumney
Cardiff
CF3 4JJ**



Date Inspection Completed

15/12/2020

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About Step By Step Llanrumney Hall

Type of care provided	Childrens Day Care Full Day Care
Registered Provider	Step By Step Childcare Limited
Registered places	40
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh Language. It does not anticipate, identify or meet the Welsh language needs of 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.'

Summary

Children are very happy, settle well and form close relationships with staff who are supportive and have a good understanding of their individual needs. Children can choose from a good range of interesting learning experiences which help them to learn new skills. Staff understand their responsibilities to report concerns and have good knowledge of the safeguarding procedure. The number of staff caring for children is maintained at a good level. The indoor and outdoor environment is safe and offers good play and learning opportunities for children including physical play. The setting is very well managed by a dedicated, experienced and highly motivated manager. Partnerships with parents are strong.

Well-being

Children often make choices regarding their play. They confidently move around the play areas, choosing resources and making decisions about what they want to play with and who they want to play with. Children are encouraged to express their opinions and are able to follow their own routines.

Children feel safe, happy and valued at the setting. They develop warm relationships with other children and staff. Children approach staff spontaneously to seek reassurance or support and enjoy receiving praise and recognition for their efforts. Children skip excitedly, laugh and smile as they decorate the setting's Christmas tree, singing as they take turns to choose and place a bauble. They readily join in routines, such as preparing to play outdoors, because they are familiar with them. Children are adapting well to new routines and changes, which have been implemented due to the COVID-19 pandemic.

Children really enjoy their play and interact very well with their peers and staff. Children sustain interest in activities because they enjoy the opportunities for both free and structured play. For example, children are happy to spend time enjoying a craft activity, chatting with each other and proudly showing what they are creating. Children are successfully learning to share resources and they help each other with tasks in the outdoor area. Children are developing good communication skills and they listen to others as they share their stories while they sit for snack.

Care and Development

Care staff keep children safe as they are clear about their roles and responsibilities in promoting children's health and wellbeing. Staff have a clear understanding of the procedures in place and implement policies and activities to support children's individual needs. The designated child protection person at the setting is clear on their responsibility to ensure that the safeguarding policy is kept up to date and understood by all staff. A beneficial range of risk assessments are in place to maintain a safe service and regular fire evacuation drills are logged appropriately.

Staff are confident to deal with accidents, incidents and understand how to administer prescribed medication safely. They keep good written records but some are not audited to identify patterns. Staff recognise the importance of updating their First Aid training and knowledge. A small number of staff are due to complete a practical First Aid training course.

A good range of healthy food, snacks and drinks are provided and there is a suitable system to record children's allergies and what allergens are present in food. Staff are clear about children's preferences and ensure that individual dietary needs are catered for. The setting has developed a specific COVID -19 policy and risk assessment and has good procedures to protect children during the current pandemic. Appropriate hygiene routines are in place to promote children's health, including encouraging children to wash their hands at appropriate times

Staff have realistic expectations of children and strategies to manage children's behaviour are age appropriate and positive. Staff work closely together to ensure they have a consistent approach in line with the setting's behaviour management policy. The policy does not include information on how the behaviour of older children will be managed. Acting as good role models, staff successfully encourage children to undertake tasks such as tidying up

Staff have a good understanding of individual children's needs, abilities and backgrounds. Staff help children to develop their language skills including some Welsh language. Staff and children sing Welsh songs and rhymes. Staff understand the importance of tracking the children's developmental progress and the need to plan for their future learning.

Environment

Overall, the physical environment is safe and secure and provides ample space for children to play and learn. Staff complete useful daily safety checks of the premises in order to identify and where possible eliminate any risks to children's safety. Leaders ensure that the maintenance checks for the building and appliances are routinely undertaken.

Play areas offer a beneficial range of opportunities for children to be active and independent. There is a large outdoor play space that children can access easily for an appropriate amount of time. Staff use this area well to provide opportunities for children to develop their physical skills and imaginative play. For example, children enjoy preparing food for Santa's reindeers using sieves and oats. The indoor area offers a good range of different types of play set out to create interesting spaces for the children.

There is a suitable well organised area available for younger babies with a designated sleep room. Older children can use the quiet area to rest. There are an adequate number of toilets available for the number of children attending the setting. Storage in bathroom areas must comply with infection control procedures.

Staff provide children with a worthwhile range of clean, age appropriate resources that are well maintained and stored where children can access them freely. There is a suitable range of Welsh, multi-cultural and natural sustainable resources available for children's independent use, such as Welsh reading books and dressing up clothes. Staff carry out a deep clean of all toys and resources regularly in line with the current best practice guidance to protect children from the risk of COVID-19.

Leadership and Management

Leaders have a good understanding of current best practice and demonstrate a commitment to continually improve the quality of the service provided to children and parents. They have good procedures in place and attention is paid to the regulations and national minimum standards to ensure the smooth running of the setting. Leaders provide parents with information prior to their children starting at the setting including policies and procedures so they can make an informed choice about using their service.

Leaders understand the importance of ensuring that all mandatory training for staff is completed and the need to provide opportunities for them to further develop professionally. Staff feel well supported and are encouraged to undertake training developing their knowledge and improving their practice. Leaders are clear about their responsibility to ensure that staff are recruited safely and have the necessary qualifications and experience required to care for the children.

Leaders have clear plans in place to undertake a quality of care review to help plan for improvement. There is a suitable complaints policy available for parents. Leaders work closely in partnership with parents in order to plan for each child's individual needs and promote good outcomes for children. There are a number of good communication systems at the setting including regular feedback, newsletters and a private social media app. Parents provide very positive feedback about the setting. One commented that they felt it was a superb service, with trustworthy staff who kept them very well informed.

Areas for improvement and action at the previous inspection

None		
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Areas where immediate action is required

None	
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Areas where improvement is required

None	
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Recommendations to meet with the National Minimum Standards

- R1. Update the behaviour manager policy to include information on how the behaviour of older children will be managed. Ensure that the storage in bathroom areas complies with infection control procedures. Ensure that pre-existing injuries are audited.

