



# Childcare Inspection Report on

**Convalescent Retreat Limited**

**The Old Abbey  
Llys Helig Drive  
Llandudno  
LL30 2XA**



**Date Inspection Completed**

09/07/2019

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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

Convalescent Retreat Limited is registered to provide care for a maximum of 13 babies from when they are a few days old up to 8 weeks of age. The service is available to Jewish mothers and their babies who are able to attend the retreat centre at any time within a couple of days of the birth up to a maximum of 8 weeks after. Normally mothers and babies are allowed to spend a maximum period of one week between Sunday and Friday. If required, mothers and babies may stay at the retreat for a second week subject to availability. Staff care for babies in a designated nursery to allow the mothers time to rest and recuperate. The care is available 24 hours a day for any length of time. The mothers are always available if required to meet their baby's needs. The service is an English speaking service. The company has appointed Benjamin Hassan as responsible individual for the service and Linda Hannaby as the person in charge of the day to day operation.

## Summary

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

### 1. Overall assessment

The children are very well settled; their needs are recognised and are competently met by caring staff. The routine is child led and staff fully understand and implement the service. There are policies and procedures to ensure the children are safe and healthy. Staff are consistently responsive, their interactions are positive and they are sensitive to the needs of individual children. The environment is safe, secure and welcoming; with effective procedures to ensure, the building is well maintained. Leaders set high expectations, they have a clear vision for the service and this is communicated well with staff.

### 2. Improvements

This was the first inspection since re-registration as a new company on the 3 July 2019.

### **3. Requirements and recommendations**

We found the service did not meet with legal requirements in relation to the supervision of staff, fire drills and notifying CIW of changes to staffing, recording staff breaks; but found that these had no effect on the care of the children; therefore we have brought these to the attention of the Responsible Individual who has agreed they will be addressed.

We also made recommendations in relation to care and development and leadership and management;

- staff training;
- obtaining parents' signature when medicine has been administered to a baby, and;
- developing the quality of care review.

## **1. Well-being**

**Good**

### **Summary**

Children make their needs known and staff are always available to respond appropriately. Individual preferences take priority over routine and because of the care received children are well settled.

### **Our findings**

Children are at the centre of the service and meeting their needs is given top priority. Children experience meaningful interactions with the staff. Children slept peacefully in their dedicated cots or in comfortable and suitable chairs. Attentive staff who were always available carefully monitored their well-being.

Children made their needs known and staff met these promptly. For example, when children woke from their naps, their mothers were called to let them know their child needed feeding; children's nappies were changed and they were made comfortable ready to be fed.

Individual preferences were recorded and met, such as when a child wanted a particular comforter when sleeping. Their likes and dislikes were always adhered to, for example, mothers clearly specified if a child was to be bottle-fed or breast-fed and at what specific time of day these feeds were to be provided.

The children were too young to interact fully with those around them; the eldest child present was only a few weeks old. However, they communicated their needs and staff were always available to respond positively.

Children followed their own routine; they slept comfortably and followed their own feeding routine dependant on their ages and mother's wishes. Children benefited from regular positive interactions, for example whilst nappies were changed, staff spoke to the children and monitored their well-being throughout.

## 2. Care and Development

Good

### Summary

Staff implement robust procedures to keep children safe and healthy. They promote children's overall well-being and meet individual needs. They are kind and place high importance on ensuring children are well settled and the care received replicates what their families provide.

### Our findings

Staff have a good understanding of their roles and responsibilities; they confidently conveyed their duties, and how they implemented the service's policies and procedures to ensure the children were safe and healthy. Detailed records were kept to record all actions taken by the staff to meet the children's needs.

We saw records of when they had checked on the babies and when they had been changed and fed. They were weighed regularly to ensure they were making progress. If there are any additional worries, a qualified midwife is always available to offer advice and guidance. For example, if children were suspected to be 'jaundiced' a qualified midwife would monitor their well-being.

Staff signed children in and out of the nursery and recorded on children's individual sheets the time they had been returned to mothers' care. Staff gave children's safety top priority, they regularly checked the children's identity bracelets were still on their arm and leg and mothers were not allowed in to the nursery rooms.

Since the last inspection, one fire drill had taken place and resources had been purchased to enable staff to practice a drill when there were no babies present. However, these do not take place regularly. It was apparent staff had discussed how they would safely evacuate the building and all staff spoken to shared the same evacuation process they would follow. However, this was discussed with the responsible individual and must be addressed. Fire drills are required to take place at a minimum of every six months to ensure everyone could safely evacuate the building in an emergency.

Staff recorded if cream had been used when changing nappies, and if any other medication had been used, such as eye drops. However, mothers did not sign these records, to show consent and agreement to these being administered.

Staff consistently implement robust and thorough cleaning and hygiene practices. Staff only change the children in their dedicated sleeping area, and children have their own equipment, such bottles and nappy changing items. Bottle making facilities were seen to be exceptionally clean, with new bottles purchased for each new family.

All staff had experience of caring for children and they were confident in their ability to provide good quality care that met children's needs. Staff responded to babies' needs with

exceptional care and kindness. They were eager to ensure babies were happy at all times. Children's individual care plans were visible for all to see on the wall, and contact details were easily accessible. Staff had sound knowledge of child development, they regularly reviewed the progress made by children, and kept parents fully informed of how their child had been. Children were always handed over to their mothers at the nursery door, with a detailed account of how their child had been, how long they had been asleep for and any other issues relating to their child's well-being.



### **3. Environment**

**Good**

#### **Summary**

Leaders provide a safe and secure environment. It is exceptionally comfortable and well maintained. Resources are well managed and meet the needs of those using the service very well.

#### **Our findings**

Leaders implement effective and comprehensive procedures to ensure the environment is safe and secure. Risk assessments had been updated annually and fire safety measures were well managed. Fire alarms had been tested weekly and fire risk assessment had been updated recently. The environment was well maintained with a record made of any work required and this was addressed promptly by external agencies who record when the work had been completed.

Cleaning routines were robust and effective. A dedicated member of staff takes main responsibility for implementing cleaning procedures. Access to the building was through a secured gate and doors were always locked. A security officer is employed overnight and monitors everyone's continued safety.

The nursery provides ample space for babies' needs to be met. The space is divided in to three main areas. One area is used for cots; all have their own storage underneath, for keeping their own separate wash bowls, stock of nappies and cotton wool. Staff could use the separate seating area to settle babies, either through nursing or in the rocking/bouncy chairs, and the office area enables easy access to all relevant information. The nursery was bright and comfortable.

Resources seen were all of exceptional quality and we saw effective processes implemented to ensure all babies using the service benefit from the same experiences. For example, prior to new babies and their mothers arriving on Sunday, the manager is responsible for ordering all the required resources. The service provides all the bedding and clothes for the babies during their stay. Those seen were of very good quality. Any additional items the mothers felt they needed for their babies would be made available at the earliest opportunity, for example a particular type of milk.

## 4. Leadership and Management

Good

### Summary

Working in partnership is the main ethos of the service. Leaders implement a clear statement of purpose and enable staff to have a sound understanding of their roles and responsibilities. They implement an effective process for gathering the views of mothers using the service and fulfil a robust and timely recruitment process to ensure staff are qualified and experienced.

### Our findings

Leaders have a definite vision for the service and they ensure all those working at the service work towards their goal of caring for babies whilst mothers rest and recover after birth. A detailed information pack is shared with parents before their visit and all the information is also available upon arrival. Mothers are requested to complete and sign all required paperwork. Registered midwives employed at the service ensure they keep up to date and implement current best practice. Their registration is renewed and they work closely with local community midwives.

A strict admission policy is always adhered to and the registered midwife/person in charge told us verbally how she ensures that all the children and their mothers admitted are healthy and well and babies are younger than 8 weeks old at the point of admission.

Leaders place great importance on gathering feedback from those using the service and an informative report had been prepared providing an overview of the feedback received. However, leaders had not addressed suggestions for improvements.

Leaders follow a timely and robust recruitment process and all required checks had been completed. They set high expectation, they are always available to provide support and poor performance is challenged. Newly appointed members of staff told us they thoroughly enjoyed their work and felt they had been well supported to settle in to their roles. CIW had not been informed of staffing changes; this was discussed with the responsible individual.

Team meetings had taken place along with annual appraisals, however regular supervision had not been carried out. Staff had requested additional specific training and leaders were considering providing the training evidencing an effective culture of professional development.

The nursery was well staffed, with a registered midwife always available. Due to the nature of the service, the children were not always cared for by staff and spent time away from the nursery with their mothers. Leaders anticipate when the nursery will be busiest, for example during meal times and additional members of staff were available during these times. Staff recorded their time of arrival, but they did not record when they were on their break and therefore away from the nursery and not responsible for the care of the children.

Leaders ensure that all communication and engagement systems are positive and informative. Many mothers return to the setting following the birth of further children. Positive links with professionals within the community have been promoted, such as health clinics, community midwives and health visitors. Leaders are committed and dedicated to enabling mothers to rest and recover following the birth of their babies. Babies are cared for at the nursery exactly as the mothers want them to be looked after and parents are confident staff are supportive and committed to delivering a highly valued service.

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

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

None

### **5.2 Recommendations for improvement**

We informed the responsible individual that they were not compliant with the following regulations:

Regulation 29 – staff to receive appropriate supervision;

Regulation 30 – keep a record of the staff responsible for caring for the babies; staff to record their breaks;

Regulation 31 – notify CIW of changes to staff looking after children; and

Regulation 39 – fire drills to be practiced at regular intervals.

We also recommended leaders consider:

- Looking at how they can provide specialist training through using their internal resources;
- parents to sign record when medication has been given to their child; and
- quality of care review to identify how they plan to address the recommendations made by parents and what improvements will be made.

## 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 on the 9 July 2019 for approximately four and a half hours.

We

- Inspected a sample of documentation and policies;
- observed practice and completed observations;
- we spoke to staff members present;
- we read feedback forms completed by the mothers who had used the service in the past; and
- provided the responsible individual with detailed feedback on the telephone.

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	Childrens Day Care Full Day Care
Responsible Individual	Benjamin Hassan
Person in charge	Linda Hannaby
Registered maximum number of places	13
Age range of children	New born babies up to 8 weeks old
Opening hours	Care provided through out the day. Mothers arrive on Sunday and stay until Friday. Closed over the Christmas period and Jewish holidays
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	This was the first inspection since registration as a new company on the 3 July 2019.
Dates of this inspection visit(s)	09 July 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 does not provide an 'Active Offer' of the Welsh Language. The service is used by English speaking families.
Additional Information:	

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