



Childcare Inspection Report on

Cwtsh y Clos

**Danrallt
Carmarthen
SA32 8JX**



Date Inspection Completed

13/01/2020

Welsh Government © Crown copyright 2020.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk. You must reproduce our material accurately and not use it in a misleading context.

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	<p>These are services where strengths outweigh areas for improvement.</p> <p>They are safe and meet basic requirements but improvements are required to promote well-being and improve outcomes for children.</p>
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

Cwtsh y Clos nursery was registered in 2014 and provides full day care for up to 23 children. The service is located in a refurbished building on farmland in the rural area of Llanarthne. The registered persons are Ann Davies and Gwenllian Stephens. The responsible persons are Gwenllian Stephens and Rhian Thomas. The language of the service is Welsh, and they operate from Monday to Friday between 7:30am and 6:00pm.

Summary of our findings

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

Summary of our findings

1. Overall assessment

Children attending Cwtsh y Clos are very happy and enjoy their play and learning opportunities. They are cared for by caring and experienced staff. The environment is safe, and provides high quality resources which allow children to make choices and which promote learning and independence, both indoors and outdoors. Leaders do not always ensure that all regulations are adhered to in relation to supervision and reporting significant events.

2. Improvements

Leaders and staff have attended various courses in order to safeguard children and prevent risks to them, including a Health and Safety in the Workplace course, RIDDOR training and a risk assessment course. All staff have completed an Advanced Certificate as part of the Camau scheme and baby massage training. The leader attends forest school training. Staff ensure that children's privacy and dignity are respected.

3. Requirements and recommendations

During this inspection, we identified areas where the registered person is not meeting the legal requirements, 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:

- Safeguarding and promotion of welfare (Regulation 20): promoting and making proper provision for the welfare of relevant children

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

We have advised the registered persons that improvements are needed in relation to records (regulation 31) in order to fully meet the legal requirements. A notice has not been issued on this occasion, as there was no direct or significant impact on children who use the service. We expect the responsible individual to take action to rectify this and it will be followed up at the next inspection.

1. Well-being

Good

Summary

Children are generally very happy and express themselves confidently, as they make their choices and undertake activities confidently. They develop good interactions and foster strong bonds of friendship with their peers. Children demonstrate affection for staff, and are confident that their requests will be fulfilled in a timely fashion. Children develop independence skills very young.

Our findings

Children speak and express themselves well, and their home language is promoted at all times. Children were happy to request more food at lunch time, and confident to ask for help in undertaking craft tasks using glue and paper to make a telescope. Children communicate confidently as their wants, moods and needs are always considered. Children felt comfortable taking books, toys and materials to staff, and received a positive response. They enjoyed listening to staff reading stories to them. One child responded positively by smiling while showing that they had received a sticker for listening well, having been out for a walk with staff. Children have good opportunities to make choices and decisions about what affects them. Children chose to take part in many different activities, including musical instruments and role play using kitchen goods, and others chose to play with materials from the multi-sensory box. Children's feelings, likes, dislikes and needs are acknowledged as they have a good connection with staff. Children are confident in showing their feelings about the foods that they like and dislike.

Children interact beautifully, and they develop friendships very young by playing nicely together. Children were happy to give other children a hug if they had taken a toy from them. Others showed affection and friendship by patting a toddler's head as they tried to see the older children. Interaction between children and adults was consistently solid and close in every area of the nursery. Children showed staff affection upon awakening, and ran to them when they arrived at the nursery to give them a hug. Children express empathy and are sensitive to the needs of others. For example, children encouraged their friends to eat the lunch-time food because it was tasty by saying, "*Dere, ma hwn yn neis, edrych mmmm!*" (Come on, this is nice, look mmmm!). Children are polite and behave courteously, saying 'diolch' (thank you) for their lunch-time biscuits without being reminded by staff.

Children are engaged and show respect for property and people, responding immediately to staff requests to tidy up. They play a suitable role in the decision-making process, and follow rules which have an effect on others. For example, children shared well. One child was observed playing with rubber hoops, and they asked another child, "*Wyt ti eisiau hwn?*" (Do you want this?). Children demonstrated a very good understanding of the rules when they went outside, telling staff that they had to stay on the grass if a car was coming. Everyone followed staff instructions by holding hands and walking in an orderly fashion. Children are actively supported and encouraged to take part in activities, which brings about a very good

sense of achievement and high self-esteem. Some showed clear regard for their craft work, and children were observed taking pride in their ability to catch a ball. They are eager to show or talk about what they have been doing. One child had been on holiday, and was very eager to share her experiences with a number of staff as she arrived happily at the nursery, smiling and putting her arms around them.

Children's interests are valued. For example, some chose to play with a rugby ball while others were enthusiastic about playing with the farm tractors. Children are active and express enthusiasm and enjoyment in their play, especially when visiting the animals on the farm. They have a sense of belonging and are familiar with daily routines. Some children went straight to lie down after lunch as they were tired, and others went straight to play with toys of their choosing. Children were excited and listened well to the story about a teddy out in the snow. They enjoy a good range of interesting indoor and outdoor opportunities, and are excited about seeing the animals. Children chose to relax and have quiet times reading stories, and also falling asleep quietly in the sleeping areas. Children have many opportunities to initiate their own play and to have a say in their tasks and activities, because there is a good balance of child- and adult-led activities. Children led their play naturally and joined in craft activities, singing and stories according to their interests and abilities.

Children have good opportunities to develop their independence skills, enabling them to do things for themselves successfully, solve problems, develop creatively, experiment and use their imagination. Young children used forks and spoons to feed themselves. Children used independence skills by pouring their own milk, and children spread butter on their own toast and cut it in half.

2. Care and Development

Adequate

Summary

Overall, staff follow health and safety policies effectively in the internal areas of the nursery. Despite this, staff do not always supervise children consistently. Staff interact positively with children, and respond to them in a positive and consistent manner. They provide activities and a wide variety of interesting indoor and outdoor experiences which promote skills which develop independence.

Our findings

Staff understand and implement policies and procedures and promote healthy lifestyles effectively. Staff provide a nutritious menu which meets children's dietary and medical needs. A record clearly identifying individual medical and dietary needs was available in the kitchen and also in the playroom, and staff were fully aware of this. Staff understand and implement Welsh Government's best practice guidance, Food and Nutrition for childcare settings. Staff implement robust cleaning routines and good hygiene practices, sanitising tables before and after food, making sure they wash their hands before preparing food and ensuring children wash their hands before food and after being outside. Staff follow nappy-changing policies and procedures effectively and wear aprons and gloves. Staff proactively identify and manage risks. Nearly all staff understand their responsibilities to protect children. Staff responded well to questions posed to them about the actions they should take in a case of child abuse and safeguarding, and the agencies they would be prepared to contact. Despite this, staff have not always safeguarded children, and a lack of close supervision led to an event in the nursery. They reviewed their practice in the wake of this, and staff now complete a risk assessment before taking children out and count the children at every stage of the outing.

Staff understand the behaviour management policy and consistently implement positive behaviour management strategies. For example, when children wanted to keep physical exercise resources to themselves, staff intervened positively, coming down to the child's level and saying, "*Nawrte, dewch i ni gael rhannu rhain... Edrych un i ti, un i ti ac un i ti... Pawb yn hapus?*" (Now now, let's share these... Look, one for you, one for you and one for you... Everybody happy?). Children respected the fact that they had to share after this. Staff praised children very often for being good and for washing and feeding themselves. They have good knowledge and understanding of child development and its effect on children's behaviour. Staff interacted well with children who were feeling ill, nursing them and giving them milk to comfort them, and staff were observed encouraging quiet children to come and play with them, being aware of their interests. Staff demonstrated their awareness of children's individual preferences. For example, they knew which babies liked to sleep in the bed and which preferred to sleep in the buggy. Interactions are positive. All staff showed children warmth and kindness. Staff were very motherly towards the children, and very ready to give children a cuddle or a hug at any time, and children showed them warmth as well. We saw

this as children smiled and jumped towards staff to give them a hug as they arrived at the nursery. Staff value multilingual children and provide care for them.

Staff are committed to providing a broad range of play and learning activities. Staff collaborate and interact very well as children engage with the different resources. For example, staff were observed actively communicating with children as they engaged in role play in the kitchen corner and the surgery, especially offering language suggestions. Staff are aware of children's individual development as there is a key worker system in place. Individual staff identify and provide for children's needs and abilities in terms of play. They prepare suitable activities covering numbers, colours, parts of the body, the development of fine motor skills, reading and discussing, and they constantly offer language suggestions. Staff conduct assessments to inform future practice and they make very detailed plans. They plan activities based around themes, children's interests and assessments undertaken by children's individual workers. We observed detailed planning for the ongoing provision, and resources were suitably arranged in the different areas in line with themes. For example, one area contained books, Welsh vocabulary and role-play resources based on the body. As well as themes, staff have planned and provided opportunities for children to celebrate Hanukkah, Chinese new year and Christian festivals.

Summary

Leaders provide a safe and clean environment, and risks are assessed effectively. The environment provides enough room to allow children to move about and play easily, with a good variety of resources offering exciting and interesting indoor and outdoor opportunities.

Our findings

The indoor and outdoor environment is safe and well maintained. Nursery doors are locked to prevent members of the public from entering the building. There is an alarm on the nursery's front door to inform leaders that visitors have arrived. The service has a visitor log, and we were asked to sign in and out. Electrical and heating checks are conducted on a regular basis, as well as fire checks and fire drills. Good infection control practices minimise any risk to children's health and safety. The service adheres to a cleaning schedule, which is followed by nursery staff on a daily basis. Leaders complete effective and accurate general risk assessments and fire risk assessments which are regularly updated. Fire drills are performed and recorded consistently.

The premises is welcoming, warm and accessible to all. Leaders ensure that nearly all children can access a wide variety of good-quality age-appropriate furniture, toys and equipment. Privacy is respected as only one child goes to the toilet at a time. Low-level tables and chairs are provided for children at mealtimes and during activities. There are three cot-beds available in the quiet room, and individual mats to allow the rest of the children to sleep independently. Leaders ensure that the environment includes good play areas so that children can move about freely, and they meet most of the children's needs. For example, there is a soft play area for the youngest children, and there is plenty of room for them to play freely indoors. Leaders ensure the outdoor play area is used as often as possible. The outdoor area behind the building is secure, and it has an artificial lawn surface. The indoor and outdoor areas engage children and stimulate their imagination. A slide, balance bikes, balls and climbing equipment are available for children to use. A natural area expands children's knowledge and development outdoors, and the variety of animals and the natural environment with its trees, flowers and rural farm fields adds to this.

Leaders arrange the indoor environment well so that it provides a good range of play opportunities suitable for the age range of almost all children in their care. Resources include kitchen and surgery role play areas, building materials, small world play, multi-sensory resources, books, puzzles and mathematics resources. Leaders provide good resources to inspire children's curiosity about wider society, while celebrating equality and learning about cultural awareness. For example, the play area contains a good number of multi-media stories, dolls and puppets.

4. Leadership and Management

Poor

Summary

Leaders review policies and procedures consistently. They have taken robust action to make improvements in the wake of an individual event in the nursery. However, we have issued a non-compliance notice in relation to safeguarding children and ensuring their welfare. Leaders review their service thoroughly every year, and take the views of children, parents and staff into consideration when planning improvements. Leaders have effective staff recruitment processes in place and are fully supportive of staff. They have developed good relationships with parents and share information about their child with them regularly. They have informed Care Inspectorate Wales about some significant changes and events in the past. Despite this, improvements are needed to comply with the regulation to inform appropriate agencies about significant events.

Our findings

Leaders have a definite and clear vision for the service which they convey to others by sharing policies and action plans with staff and parents. Leaders maintain and share an up to date and informative statement of purpose which accurately reflects the service provided and meets national minimum standards. Leaders ensure they comply with many of the relevant regulations and the national minimum standards. Overall, leaders ensure they engage with Care Inspectorate Wales and inform them of significant events, although they had not informed them about one significant event. They had also failed to safeguard and promote the welfare of one child by ensuring children are closely supervised. Leaders responded to this appropriately during the inspection. Leaders review their policies and ensure that they are implemented in order to provide high-quality care overall.

Leaders set high expectations, actively encourage their teams and consistently challenge poor performance. For example, leaders ensure their staff receive regular training so that they are qualified to safeguard children in terms of food hygiene, first aid and health and safety. Staff were not familiar with their duty to prevent terrorist activity in the United Kingdom. Leaders hold staff meetings on a regular basis and keep minutes. Leaders have a good understanding of their responsibilities to promote the Welsh language. They provide the Welsh Language 'Active Offer'.

Leaders carry out self-evaluation annually. They seek children's suggestions, and those of their parents/carers, practitioners and other partners and they put them into practice. They specify targets and improvements for the service and they draft a quality of care review report. Leaders regularly review their operational plan. It is shared with all relevant persons. Leaders can demonstrate that they are actively working towards implementing Welsh Government's best practice guidance, Food and Nutrition for childcare settings.

Leaders have effective processes in place to enable children to raise concerns/complaints, although they had not received any complaints. Leaders follow timely and robust recruitment

processes in order to safeguard children. They have good systems in place to update checks in a timely manner, and staff files are complete and meet regulatory requirements. Leaders employ a good induction procedure for all volunteers and practitioners, ensuring that they are aware of policies and procedures and training opportunities. Leaders and staff work very well together. All staff share a strong sense of friendship and familiarity.

The performance management process is good and encourages practitioners to attend a range of training and to apply their learning. Good supervision and appraisals are undertaken on a regular basis. Staff praise the leaders. Staff feel strongly that they are supported, both professionally and personally, and also that the door is open for them to discuss issues with the leaders at any time. Leaders ensure that practitioners are deployed well to ensure staffing ratios are adhered to and children's needs are met.

Leaders ensure that all systems for communicating and engaging with parents are working well. They provide parents with good information orally and in writing, detailing what their children have had to eat and drink, and what they have done during the day. They share information and photographs with parents on social media platforms and in a bilingual newsletter. Leaders have good links with a wide range of professionals, the community and other stakeholders, for example Mudiad Meithrin, road safety teams and eco-schools. Leaders ensure that they have strong partnerships with the local community. For example, visitors have offered religious sessions, family members have read stories to the children and Menter Iaith, Mwncis Myrddin and Rugby Tots have visited the service. Visits from doctors, nurses and dentists have also broadened children's experience as part of the 'body' theme. A farmer brings farm animals, especially in the spring, to demonstrate new life, e.g. little lambs. Leaders have arranged a visit to the local Botanic Gardens. Parents are very happy with the service. Parents responded positively, saying that they feel that the nursery offers the children comprehensive care and promotes every aspect of their development and good manners, especially honesty, courtesy, kindness and respect. Children are immersed in Welsh from day to day in a completely natural manner. They feel that their children are safe and happy there.

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

- None.

5.2 Recommendations for improvement

We recommended that the leaders undertake the following:

- ensure that staff always follow appropriate child supervision processes; and
- encourage older children to put on their coats and shoes independently.

6. How we undertook this inspection

This was a full inspection, brought forward following receipt of a concern relating to an incident at the service relating to children's safety.

Two inspectors undertook an unannounced visit to the service on 13 January 2020 for a total of five hours and 30 minutes, and a feedback visit on 21 January 2020 for a total of one hour.

- We inspected a wide range of records including the statement of purpose, registers, staff files, policies and procedures, accident logs and formal complaints;
- we spoke to the registered persons, staff, children and parents and we received questionnaires from nine parents and four members of staff;
- we used the SOFI 2 observation tool;
- we observed the care provided to children by staff; and
- we inspected the premises inside and outside.

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
Registered Person(s)	Celia Ann Davies Gwenllian Stephens
Responsible Person	Gwenllian Stephens Rhian Thomas
Registered maximum number of places	23
Age range of children	Six weeks to seven years old
Opening hours	Monday to Friday 7.30am – 6.00pm
Operating language of the service	Welsh
Date of previous Care Inspectorate Wales inspection	23 July 2019
Dates of this inspection visit	13 January 2020
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 provides the Welsh Language 'Active Offer'. 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:	

Date Published 03/04/2020



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

Cwtsh y Clos

Danrallt
Carmarthen
SA32 8JX

Date of publication: **03/04/2020**

Leadership and Management		Our Ref: NONCO-00009133-XQKJ
Non-compliance identified at this inspection		
Timescale for completion		3/07/2020
Description of non-compliance/Action to be taken		Regulation number
Leaders have failed to comply in the matter of adhering to close supervision processes.		20 (1) (b)
Evidence		
<ul style="list-style-type: none"> - The registered person is not compliant with regulation 20 (1) (b). - Evidence showed that leaders and staff had failed to comply in the matter of adhering to close supervision processes - Evidence – Leaders did not provide careful supervision of every child following an incident that happened at the nursery. - The impact on children using the service is that children are being put at unnecessary risk of harm. 		