



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Childcare Inspection Report on

Cylch Meithrin Helyg Bychan

**C/o Ysgol Gymraeg Bro Helyg
Rising Sun Industrial Estate
Blaina
Abertillery
NP13 3DQ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



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Description of the service

Cheryl Hanney has been registered with Care Inspectorate Wales (CIW) since September 2010 to provide care for up to 26 children at Cylch Meithrin Helyg Bychan. A morning or an afternoon session is offered each weekday during term time, as well as a lunch club. The Cylch works in partnership with the Flying Start programme to provide a mixture of government and privately funded places. The RP is also the person in charge (PiC) with responsibility for the day to day running of the service. This is predominantly a Welsh language service.

Summary of our findings

1. Overall assessment

This was a focused inspection which concentrated mainly on recommendations made during the last inspection. As such, we did not consider each theme in detail on this occasion; we have reported only on areas deemed necessary within each theme. Children attending the service have an enjoyable time and outcomes for them are positive. They are happy, settled and have a good range of play opportunities to promote their all-round development. Staff are responsive to children's needs and are suitably qualified. The inside space is safe, inviting and well-resourced. The service is led by an experienced RP who is passionate about her work. As outlined below, improvements have been made since the last inspection, with some elements ongoing or requiring further development.

2. Improvements

We noted that some of the recommendations outlined in the last inspection report have been progressed as follows:

- Development/support of staff confidence (ongoing);
- safeguarding concerns are being recorded separately to ensure confidentiality;
- times of arrival and departure are recorded daily and
- snack time practices have been reviewed to encourage greater independence.

We also noted that the 'Croesi'r Bont' scheme has begun to embed to develop linguistic consistency and children's confidence with the Welsh language as they transition into school.

3. Requirements and recommendations

We made some recommendations to support best practice and to strengthen and embed some ongoing developments. These are detailed within the report and summarised at the end.

1. Well-being

Summary

This was a focused inspection so we did not fully consider this theme. This will be looked at in greater detail at the next inspection. However, we noted that children were happy, positively occupied and could undertake activities of their choice to support their all round development. This includes physical, emotional, social, language and creative experiences.

Our findings

1.1 To what extent do children have a voice?

Children are encouraged to make their own decisions about how they spend their time within the service. We found that they were able to choose from a variety of resources that were kept at a low level to allow them easy access. Children's self-expression was encouraged and conversations were extended through staff showing interest and giving positive responses. We saw children playing alone and also within small groups, expressing themselves by using the range of creative activities available to them. We found that the Welsh language was used regularly throughout sessions and some children were able to use Welsh confidently to voice their opinions.

Children experience increased self confidence by learning how to express their views freely.

1.2 To what extent do children feel safe, happy and valued?

Children have positive relationships with their key workers. We saw that children's needs were monitored closely and that emotional comfort was provided when needed. Staff sat with children during lunchtime and encouraged children to talk about their interests. Children's work was displayed around the room and each child had a peg with their name on. Children were familiar with the routines of the service which gives them a sense of security and belonging.

Children's emotional well-being is promoted at the service.

1.3 How well do children interact?

We did not consider this in detail at this inspection.

1.4 To what extent do children enjoy their play and learning?

We did not consider this in detail at this inspection.

1.5 How well do children develop, learn and become independent?

We did not consider this in detail at this inspection.

2. Care and Development

Summary

This was a focused inspection so we did not consider this theme in detail on this occasion. This theme will be considered more fully at future inspections. However, we noted that staff were responsive, provided nurturing care and support for children and encouraged their learning. We also noted that snack times had been reviewed to encourage greater independence. Staff were caring and supportive of children and we found that the key worker system assists staff to understand children's individual needs. We saw that work to increase staff confidence is ongoing and some improvements were noted, including having gained further qualifications and training to develop skills and self-assurance. Staff offered children a calm atmosphere and a range of play and learning opportunities to stimulate their needs and interests.

Our findings

2.1 How well do practitioners keep children safe and healthy?

We did not consider this in detail at this inspection.

2.2 How well do practitioners manage interactions?

We did not consider this in detail at this inspection.

2.3 How well do practitioners promote children's play, learning and development and meet their individual needs?

We did not consider this in detail at this inspection.

3. Environment

Summary

This was a focused inspection so we did not consider this theme in detail on this occasion. This theme will be considered more fully at future inspections. However, we noted that the indoor environment was safe, inviting and very well-resourced. As part of the daily routine, children's arrival and departure time was recorded. We discussed the possibility of developing the outdoor area if funds allow, which the RP was keen to do. We also noted that revisiting the Infection Control Audit Tool remains outstanding.

Our findings

3.1 How well do leaders ensure the safety of the environment?

We did not consider this in detail at this inspection.

3.2 How well do leaders ensure the suitability of the environment?

We did not consider this in detail at this inspection.

3.3 How well do leaders ensure the quality of resources and equipment?

We did not consider this in detail at this inspection.

4. Leadership and Management

Summary

The service is managed by an experienced RP who is passionate about the standard of care offered to children. There are a number of policies and procedures in place to operate the service in accordance with the National Minimum Standards and Regulations. Partnership working with external agencies is proactive. Some improvements are required as outlined below.

Our findings

4.1 How effective is leadership?

We did not consider this in detail at this inspection.

4.2 How effective is self evaluation and planning for improvement?

We did not consider this in detail at this inspection.

4.3 How effective is the management of practitioners, staff and other resources?

There are sufficient qualified, dedicated and experienced staff who are effectively deployed to ensure children are supervised according to the correct ratios. During the previous inspection we identified that the service was not compliant with their legal responsibilities in respect of Regulation 29 (3)(a) – Employment of staff. However, we found that the impact on children was low and therefore did not issue a non compliance notice. During this inspection, we saw that the process of implementing more formal supervision has begun, but this requires more structure and development and will be considered again at the next inspection. We recommended that the RP refers to Social Care Wales' updated guidance on recruitment, supervision and induction procedures to ensure best practice.

The service is managed effectively on a day to day basis. The RP is aware that supervision needs further attention.

4.4 How effective are partnerships?

Links with partner agencies are strong. We were told, for example, that the service works well with their umbrella organisation and the local authority and draws on their support networks within the county to develop the service. We did not speak to any parents during this inspection, but we were told that parental involvement and participation continued to be welcomed and encouraged. We looked at how any complaints were recorded and discussed the system in place to manage any issues, including the requirement to inform CIW of any significant events. The leader told us

that they have a good relationship with the school they are based in the grounds of. As noted above, we saw that the 'Croesi'r Bont' scheme was being embedded to develop linguistic consistency and children's confidence with the Welsh language as they transition into school.

Effective partnerships are in place to support positive outcomes for children.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

During the previous inspection, the service was not compliant with their legal responsibilities in respect of Regulation 29 (3)(a) – Employment of staff. However, we found that the impact on children was low due to other methods of communication and monitoring such as staff meetings and frequent informal discussions. We did therefore not issue a non compliance notice. During this inspection, we saw that the process of implementing more formal supervision has begun, but as noted above, this requires more structure and development and will be considered again at the next inspection.

5.2 Recommendations for improvement

We made the following good practice recommendations, some of which are carried over from the previous inspection:

- Revisit the Infection Control Audit Tool;
- continue to work with staff on confidence building;
- develop the outside area if/when funds allow;
- continue to improve system for individual staff supervision (Refer to Social Care Wales' updated guidance on recruitment, supervision and induction procedures to ensure best practice) and
- ensure CIW are notified of any significant events.

6. How we undertook this inspection

This was a focussed inspection undertaken to consider the recommendations made in the last report:

- One inspector undertook one unannounced visit to the service for almost two hours;
- we reviewed information held by CIW, including the previous inspection report;
- we undertook a very brief visual inspection of the premises;

- we looked at a sample of records, including staff files, safeguarding records, complaints records and daily registers.

Further information about what we do can be found on our website www.cssiw.org.uk

7. About the service

Type of care provided	Childrens Day Care Full Day Care
Registered Person	Cheryl Hanney
Person in charge	Cheryl Hanney
Registered maximum number of places	26
Age range of children	Two to five years
Opening hours	9:00-11:30am 11.30-12.30pm lunch club 12:30-3:00pm
Operating Language of the service	Welsh
Date of previous CSSIW inspection	19 and 26 September 2017
Dates of this inspection visit	18 January 2018
Is this a Flying Start service?	Places are a mixture of Flying Start and privately funded
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 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:	