



Inspection Report

Ffrindiau Bach Tegryn

**Canolfan Tegryn
Aberporth
SA43 2EN**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

31/01/2023

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About Ffrindiau Bach Tegryn

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Meithrinfeydd Cymru Cyfyngedig
Registered places	19
Language of the service	Welsh
Previous Care Inspectorate Wales inspection	24 October 2019
Is this a Flying Start service?	Yes
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

<u>Well-being</u>	Good
<u>Care and Development</u>	Good
<u>Environment</u>	Good
<u>Leadership and Management</u>	Good

For further information on ratings, please see the end of this report

Summary

Children are confident, happy and settled. They have a lovely sense of belonging and develop positive relationships with staff and each other. Children have good opportunities to make choices and decisions and their interests are valued. Children's interactions are warm and they express enthusiasm and enjoyment in their activities.

Staff understand and implement policies and procedures well to keep children safe. They are kind and provide warm, positive interactions to children to ensure they feel safe and valued. Staff know the children well, which enables them to meet their individual needs effectively.

People who run the setting have created a secure, clean and homely environment. Both indoor and outdoor environments are equipped with a range of resources which are well-maintained and age appropriate. Effective systems are in place to ensure risks to children have been identified and as far as possible, eliminated.

People who run the setting ensure care staff actively attend training and have development opportunities. They manage recruitment processes well. People who run the setting organise care staff effectively and follow their policies and procedures to meet the needs of children. Partnerships are very good. Welsh is the main language used and the setting provides the Welsh Language 'active offer'. Areas highlighted for development are listed at the end of the report.

Well-being

Good

Children are happy, express enthusiasm and enjoy their time at the setting. They are highly motivated and make decisions about how they spend their time. They move around the available activities and play areas freely and they follow their own interests. Children feel valued and they are eager and confident to share their ideas. They answer questions and talk to care staff. They know that their feelings are considered as they enjoy chatting with care staff about their home lives and involving them in their play.

Children have a sense of security as they are familiar with their routine. For example, they know that a certain song indicates it is time to tidy up. Children have strong bonds of affection with care staff and enjoy sitting close to them as well as on their lap during activity time. They feel comfortable asking care staff for reassurance or comfort when needed. Children have started to make friends; they chat together during mealtimes and during play, sharing lots of smiles and laughter as they do so.

Children listen well and are happy to help with tasks and follow instructions. For example, they enjoyed filling containers with different quantities of rice, finding large and small sizes. Children are learning how to manage their behaviour, are confident to co-operate and take turns and share. For example, we saw children taking turns when playing with the building blocks.

Children are beginning to learn to do things for themselves. They decide for themselves what activities to take part in and how to complete a task. For example, the children decided that they would like to use the magnifying glasses to look closely at the grains of rice. Children's independence is encouraged consistently especially during snack time and when preparing to play outside. Children can access and return their belongings independently to their own labelled peg.

Children enjoy their play and have fun taking part in activities. Children concentrate on tasks and show interest in what they are doing. For instance, some children enjoyed riding the bikes outside while shouting "*wwiii, ding ding, beep beep*". Others enjoyed playing inside exploring the small world and role play area.

Care and Development

Good

Care staff understand and implement policies and procedures to promote healthy lifestyles, physical activities, personal safety, and well-being. They identify and actively manage risks. Care staff have a good understanding of safeguarding procedures and those we spoke with were confident in their responsibilities to protect children. Care staff implement robust cleaning and hygiene practices, for example by wearing aprons and gloves during snack and lunch times. Appropriate nappy changing facilities are in place and care staff implement robust procedures.

Care staff praise children appropriately, for example, for counting well saying “*Waw, ardderchog!*” They have positive relationships with children; they speak with them in a kind and calm manner and provide comfort and reassurance when children need it. Care staff understand the behaviour policy and implement behaviour management strategies when needed. They deal with any arguments or inappropriate behaviour positively. For example, we saw care staff consistently praise children when they behaved well and they re-directed children to another activity if there were any minor disagreements. Care staff modelled good manners throughout the session and gave lots of praise when children mirrored this behaviour. Interactions between care staff and children are consistent, showing warmth and kindness.

Care staff are sensitive to the needs and experiences of children and are responsive to levels of support linked to individual needs. They have a very good understanding of child development and are good role models. Nearly all care staff have a good understanding of children’s rights and diversity and are committed to providing a range of play and learning activities which are age appropriate. They are working with the local authority to establish a planning method for the new Curriculum for Wales and considering ways of identifying children’s next steps and reviewing progress regularly. They give suitable care and opportunities for children with additional needs and provide for them through joint working with outside agencies to further support the children and families. There are good examples of effective communication between care staff and parents / carers as children’s individual requirements are considered and respected.

Environment

Good

The people who run the setting have effective measures and policies in place to ensure that everyone understands their responsibilities in relation to the safety and welfare of children. They provide a safe, secure and very well-maintained environment both indoors and outdoors. The environment is welcoming, warm and homely with clear hygiene practices in place. The setting is well maintained with good heating and ventilation. There are clear entrance and exit points as well as fire escape routes and meeting points. The main reception area offers a display of documentation and photographic evidence, demonstrating an effective and efficient service which ensures a high level of care.

The people who run the setting have thorough and effective risk assessments in place for activities and areas. Children are supervised at all times and practitioners understand levels of risk and act on these accordingly. A fully equipped kitchen, which is separate from the play area, offers a nutritious snack menu and the setting is registered with the Food Standards Agency. Maintenance checks are updated and were shared with CIW during the inspection. People who run the setting also perform regular fire drills to ensure children and care staff know how to exit the premises quickly and safely in an emergency.

The people who run the setting ensure the environment has a very good indoor play space for children to move around and choose activities freely. Staff ensure the outdoor space is used regularly with children having a free choice to choose when to play outside. Both indoor and outdoor areas offer a range of resources which stimulate the curiosity and interest of the children. There are resources which promote different cultures and diversity. Toys and resources are stored at low level so children can access them independently.

Care staff respect the privacy and dignity of children, and toileting facilities are available outside the designated play environment, where children can develop their independence, supervised by care staff. Liquid soap and paper towels are always available for thorough handwashing. Care staff celebrate children's work by displaying their crafts and paintings around the setting, which provides the children with a sense of belonging. There are displays showing Welsh vocabulary. The setting is suitable for children's play and learning, and care staff make good use of these areas, offering a variety of experiences. Furniture such as low-level tables and chairs suit the children's ages. The environment is light, bright, and airy.

Leadership and Management

Good

People who run the setting have a strong vision for the future. They share their vision for the setting with care staff effectively and ensure they follow the setting's policies and procedures. They review their policies and procedures regularly. Their statement of purpose reflects current practice meaning parents can make an informed decision about whether the setting can meet theirs and their child's needs. They successfully embed their policies and procedures and ensure the care staff are well-deployed and organised to ensure staffing ratios and children's needs are fully met. People who run the setting ensure care staff are aware of their responsibilities.

People who run the setting manage their staff well, and there is a happy, friendly, working ethos between the staff. Care staff speak highly of their colleagues and feel that the setting is like a family unit. All care staff have completed mandatory training. They confirmed they are supported in their roles and there is an open-door policy if any issues arise. Care staff have a current Disclosure and Barring Service (DBS); showing safe recruitment checks are in place and a thorough induction process is conducted. However, performance management is not always effective. Not all care staff have had their supervisions or appraisals completed regularly. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

People running the setting successfully keep records up to date. They engage with Care Inspectorate Wales and other professional organisations in a professional and timely manner. Children's files contain information to ensure the most appropriate care for them, including parents' contracts and permissions. We saw evidence of information gathered from parents detailing children's specific needs, likes and dislikes. People who run the setting share information with parents effectively. Self-evaluation is purposeful and effective. People running the setting consider the views of parents, staff, children, and other professionals to create their annual quality of care review. Their feedback is used to set targets and goals for the future running of the setting effectively.

Recommendations to meet with the National Minimum Standards

R1. Continue to seek advice and support to imbed the planning and observation method of the new Curriculum for Wales.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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29	Staff do not receive an annual appraisal or regular supervision meetings. Ensure that every staff member receives regular supervision and annual appraisals.	New
16	Regulation 16	Achieved

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.

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