



## Inspection Report

**Crwban Bach**

**Dros Plant Building  
Long Street  
Newport  
SA42 0TL**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**



**Date Inspection Completed**

*25/05/2022*

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## About Crwban Bach

Type of care provided	Children's Day Care Out of School Care
Registered Person	Elizabeth Davies
Registered places	16
Language of the service	Both
Previous Care Inspectorate Wales inspection	17 January 2020
Is this a Flying Start service?	
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

<a href="#"><u>Well-being</u></a>	<b>Good</b>
<a href="#"><u>Care and Development</u></a>	<b>Good</b>
<a href="#"><u>Environment</u></a>	<b>Adequate</b>
<a href="#"><u>Leadership and Management</u></a>	<b>Poor</b>

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

## **Summary**

Children are confident and happy and have a good voice. They are settled, interact positively and express themselves well. Children are independent and enjoy their time at the setting.

Care staff understand and follow policies and procedures to keep children safe and promote healthy lifestyles. They are kind and interact positively to ensure children feel safe, valued and happy.

People who run the setting have effective measures in place to ensure everyone understands their responsibilities in keeping children safe. The environment is welcoming and clean. They provide a good range of resources and facilities, indoors and outdoors, in order to nurture children's developmental skills.

People who run the setting manage a relatively well organised service and follow their policies and procedures well, in order to meet children's needs. Partnerships are good. Whilst some care staff speak Welsh, English is the main language of the setting. We have issued a priority action notice along with two areas for improvement, details of which can be found at the end of the report. These will be tested at the next inspection. We have also made three recommendations



Children are happy and have a good voice. They feel comfortable to express their views and wishes. Children have positive opportunities to make choices and decisions. Children choose activities and are asked whether they want to stay indoors or move to the outside area. Children confidently state what they would like to do.

Children are well settled and told us they enjoy spending time at the club with friends and staff. Children are supported if they need reassurance, and they have a sense of belonging and are familiar with routines.

Children have formed friendships and get on well together during planned activities and free play sessions. They have opportunities to follow their own ideas and interests. An example of this was when children asked for chalks and cooperated to draw an obstacle course on the tarmac of the outdoor area. They discussed, shared ideas and praised each other's designs. Interactions between children and care staff are good and children engage and show respect towards their peers and care staff.

Children are active and express enthusiasm during activities. They told us they enjoy activities and re-called with excitement the time they had made fruit and marshmallow kebabs. Children show independence upon arrival and as they leave the setting by placing and collecting their belongings from the designated area.

We heard ideas of activities being offered such as painting plant pots and planting seeds and how children responded with their own ideas. There are examples of children's work and activities within the base room.

## Care and Development

Good

Care staff keep children safe by ensuring they follow policies and procedures including food hygiene practices to meet children's health and safety. For example, care staff wear aprons and gloves whilst serving toast and pouring drinks during snack time. Care staff readily made all snacks and drinks for the children attending. Following our visit, the registered person told us they have re-introduced opportunities for children to prepare and serve their own snacks. They have also re-introduced healthy snacks and fruit in order to further promote healthy eating practices.

Care staff identify and actively manage risks and are aware of the setting's safeguarding policy and procedures. Care staff provided appropriate responses to safeguarding scenarios and are aware of the most recent changes to legislation.

Care staff have a lovely relationship with children and engage enthusiastically in their interests and needs. They are consistently responsive and know the children well, respecting their wishes, particularly as children arrive from school, where some need space whilst others need further interaction. There are many occasions when care staff ask children, 'What would you like to do?' Care staff are enthusiastic and take many opportunities to interact, support and listen to children. Some staff are Welsh speaking and converse confidently with children, but English is the spoken language of the setting.

Care staff are aware of children's individual needs and provide opportunities for children to learn. We saw evidence of planning and themes being followed at the setting.

**Environment****Adequate**

The setting is secure and children and visitors can only access the premises when the door is answered by a staff member. The indoor environment is light, airy and clean and offers a range of areas for indoor activities. The main base room offers a safe place for children and toilets and hand wash facilities can be accessed safely and independently within the setting.

Comprehensive risk assessments are in place and all necessary electrical and fire safety checks are up to date. Policies are in place for fire drill and fire procedures, however they do not practise fire drills regularly or document the information clearly. As a result, this is noted as an area for improvement and will be followed up in the next inspection.

The setting is welcoming and clean and offers a range of resources and opportunities for various activities in a safe learning environment. The reception area is compact and displays all the required documentation and equipment as well as a visitors' book.

The outdoor play area is safe and children can only access when accompanied by staff. We saw outdoor checks being carried out before children entered the enclosed outdoor area and children are always accompanied back indoors, if and when they want to use the toilet.

Resources are appropriate for the age range of children at the service and the structure of the setting offers a base room with good quality activities as well as an additional room for games.



## Leadership and Management

Poor

The registered person works hard to support staff and is committed to improving standards for children and families. The service is relatively organised and there is a record keeping system in place, where necessary paperwork is stored appropriately. Policies have been reviewed this year and reflect changes to legislation and meets with the National Minimum Standards.

Staff files are in place, however do not include the required information and documents. As a result, we have issued a priority action notice and the registered person must take immediate action to address this issue. The registered person told us she carried out informal supervisions and appraisals with care staff. All staff members informed us they feel very well supported in their roles and discuss any needs or issues with the registered person as and when needed. Staff changes have taken place at the setting, however Care Inspectorate Wales have not been informed of these changes. We have issued an area for improvement in relation to this and we will follow up in the next inspection. Staff record accidents, however not all accident records are completed specifically for each individual child; some records included multiple children and not all records have been signed for by parents/carers.

Care staff told us that they are happy, enjoy working at the service and always feel very supported. The quality of care report reflects the service that is provided and feedback from children, parents and staff are collected and reviewed carefully.

The registered person communicates well and is supportive of the team at the setting. Consistent retention of staff has resulted in experienced practitioners. Care staff work well together and are effective as a team. Staff/children ratios are maintained and there was evidence of this on the day of the visit and in the attendance records.

The registered person told us the service has a good relationship with the primary school close by and the community, as well as parents. Feedback from parents was positive, although they said that the club is limited as it only operates once a week; they would appreciate further feedback and would like to see more fruit offered snack time. The registered person has since included fruit during club sessions.

## **Recommendations to meet with the National Minimum Standards**

R1 – Record children’s ideas and present them visually;

R2 – Ensure parents/carers sign all accident records and record individual records for each individual child per accident;

R3 – Record and formalise appraisals and supervisions.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
28	Staff files do not contain all recruitment information and documents. Ensure staff are suitable before they start working at the setting.	Not Achieved

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
38	They do not practise regular fire drills. Ensure regular fire drill practices.	New

31	The provider has failed to notify CIW of staff changes. Ensure you notify CIW of all staff changes.	New
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Ratings	What the ratings mean
<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.

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