



Inspection Report

Cylch Dinbych Uchaf

**Canolfan Seion
Henllan Street
Denbigh
LL16 3PE**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

01/12/2023

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About Cylch Dinbych Uchaf

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Cylch Meithrin Dinbych Uchaf
Registered places	19
Language of the service	Welsh
Previous Care Inspectorate Wales inspection	This is the first inspection since re-registration.
Is this a Flying Start service?	Yes
Does this service promote Welsh language and culture?	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>	Adequate
<u>Environment</u>	Good
<u>Leadership and Management</u>	Adequate

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

Summary

Children are confident communicators as their wants, moods and needs are considered. They have good opportunities to make choices and decisions about what affects them. Interactions between children and staff are consistently good and children co-operate well. Children are actively engaged in their play and learning experiences. They enjoy a good range of interesting opportunities indoors and outdoors and can choose to relax and have quiet times. Children have a variety of opportunities to develop their independence skills enabling them to do things for themselves successfully.

Many staff are developing their understanding and are working towards implementing most policies and procedures to promote healthy lifestyles, physical activities, and well-being suitably. Staff interactions are positive, demonstrating warmth and kindness. They are sensitive to the needs of all children. Staff organise appropriate indoor and outdoor play and learning experiences.

The people running the setting make sure the environment is safe, clean, welcoming, and warm. They have worked hard to organise an attractive indoor play space which meets children's needs and enables them to reach their full potential. The outdoor area is suitable for children to develop their physical and co-ordination skills. The people running the setting ensure children can access a broad variety of good quality, age-appropriate furniture, toys, and equipment to stimulate their interest and imagination.

The people running the setting manage it appropriately. They have built positive partnerships with parents / carers and the local community. However, improvements are required to meet with regulations and standards.

Well-being**Good**

Children's opinions and interests are valued and acted upon. They have good opportunities to follow their own play and learning interests.

Children are confident communicators they express themselves well. For example, children are keen to show what they like to play with and introduce themselves. They enjoy talking to staff about their families and what they do at home. During outdoor play, a child asked staff politely to get their doll from the indoor play area; the staff member responded in a timely manner, and this made the child smile with delight.

Children are happy and settle quickly as they are greeted by friendly staff. They are familiar with the daily routines and show how they wash their hands and prepare for snack time. Children approach staff with ease to invite them into their play, for a chat or reassurance when needed.

Children interact positively with their friends and those caring for them. They enjoy the social occasion of mealtimes; they practice good manners and sit nicely at the table. They are learning to take turns and share. For instance, children took turns to choose the wooden cogs to build a tower. They shared the resources well during their play dough activity and used a selection of seasonal themed cutters to make their creations. Children are learning about kindness. For instance, a child asked their friend if they were 'okay' and asked them if they wanted more snack.

Children are active and curious learners. They enjoy making their own choices about what they want to play with and follow their interests well. Children enjoy dressing up to develop their imaginative play. For example, one child chose to dress up in a fire person outfit and another child dressed up in a Japanese kimono and walked around the play area in character. Children develop their handwriting skills well by using interactive electronic light boards. They sustained concentration to use the pen to create marks, shapes and symbols. During outdoor play children developed their curiosity by using small hammers to break the iced water on the exploration tray. They developed their physical skills appropriately as they pedalled bikes and took their baby dolls for a walk in the buggy.

Children are developing their independence skills positively. During snack time they can pour their own drinks and help themselves to sliced fruit. Children enjoy quiet time and independent play. For instance, a child enjoyed playing with and exploring the musical instruments while their friends sat comfortably in the restful area to read books. Children are learning to do things for themselves with positive encouragement from staff.

Care and Development**Adequate**

Staff know the children well. They support children to speak and express themselves with confidence and provide them with a consistent timely response to their requests. Staff have a warm and friendly approach to care giving.

The person in charge is confident about safeguarding procedures. However, not all staff have an appropriate understanding of the safeguarding policy for the setting and Wales Safeguarding Procedures. When discussed with the person in charge, she acknowledged this and confirmed that safeguarding procedures will be revised with all staff. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Staff consistently record children's and their own attendance as part of their wider safeguarding practices to ensure children's safety. Staff understand and implement most policies and procedures to promote healthy lifestyles appropriately. However, staff only partly follow the Welsh Government food and nutrition guidance. They provide healthy hydration options of milk or water for children to drink. Staff encourage children to wash their hands to develop their personal hygiene practice effectively. Most staff have completed mandatory training suitable for the age range of children being cared for.

Staff record accidents and incidents, but not all of these are completed fully and signed by parents / carers to evidence they are kept informed. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Nappy changing procedures are not fully in line with current infection control guidance. For example, staff did not change their disposable gloves after disposing of the nappy and before dressing the child. Following our visit, the person in charge confirmed this matter has now been addressed. Staff conduct regular fire drills, so children and staff know what to do in the event of an emergency.

Staff follow the positive behaviour management policy well and encourage children to cooperate and be kind to their friends. They provide warm and welcoming interactions and make sure children are provided with reassurance and comfort when needed. This creates a calm, relaxed and happy atmosphere.

Staff have a responsive approach to activity planning and focus on children directing their own play positively. Staff record children's progress and plan for each child's development. Staff are responsive and sensitive to the individual needs of all children.

Staff promote children's learning about their wider society and have organised activities and created lovely displays to raise children's awareness of their local community, Welsh heritage, and culture. Photographs showed children enjoying visits to buy flowers at a local florist, shopping for pumpkins at a local supermarket, having snack at a café, going for a walk to the library and meeting a Police officer. Such experiences help children to better their social skills.

Environment**Good**

The people running the setting provide a welcoming, friendly, and clean environment where children can play independently.

The people running the setting make sure risk assessments appropriately identify the potential hazards to children and detail the measures in place to manage these risks. They ensure the environment is safe, secure, and well maintained. The people running the setting organise regular cleaning routines that reflect good hygiene practices. Information is available to everyone about how they will deal with emergencies. Not all the equipment in the first aid box was in date. Staff supervise children well throughout their play and learning experiences.

The people running the setting have worked hard to create a beautiful indoor environment. They make sure there are plenty of resources to develop children's language, numeracy, and self-awareness skills. They ensure children have easy access to recycled and sustainable resources to further develop their sensory skills and curiosity. The people running the setting make sure there is a designated area for children's personal items, which creates a sense of belonging. They present children's artwork nicely and this shows children their efforts are valued.

The people running the setting make sure the layout of the play area promotes children's independence enabling them to freely explore and make their own choices about what they want to play with. Play areas are spacious and attractively organised with good quality toys, resources, and furniture suitable for the ages cared for. Areas for rest are creatively presented and invite children to have some quiet time to read books.

The person in charge explained the plans to improve the outdoor play environment. There is a suitable choice of equipment and resources to help develop children's physical and co-ordination skills. The people running the setting have organised areas for children to learn about the natural world and learn about planting, growing flowers and feed birds.

Leadership and Management

Adequate

The people running the setting manage the setting appropriately. However, improvements are required to meet regulations and standards.

The people running the setting have an up-to-date satisfactory statement of purpose that reflects the service provided. They do not review all their policies and procedures regularly to ensure they contain reference to current Welsh legislation and guidance. The people running the setting set clear expectations and they manage their teams satisfactorily. They have a good understanding of their responsibilities to promote the Welsh language. They meet the obligations of the Active Offer of the Welsh language and culture. The people running the setting engage with Care Inspectorate Wales (CIW) and notify CIW of significant events.

The people running the setting have written a report reviewing the quality of care provided, identifying what works well and highlighting areas requiring improvement. They have gathered comments from parents and children but have not included comments from staff or other professional agencies to enable them to evaluate the setting fully.

Not all people who run the setting have a current Disclosure and Barring Service (DBS) enhanced certificate. For example, the responsible individual's certificate had expired. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Following our visit, the responsible individual confirmed they have taken appropriate steps to renew their DBS certificate. The responsible individual has not ensured all the required information has been gathered in staff employment files to ascertain the person's suitability for their role in caring for children. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The people running the setting have ensured all the required information is included in the children's individual records. The responsible individual is not ensuring all staff receive regular and meaningful supervision to reflect on their practice, training needs, professional development and raise any safeguarding concerns. Some samples of staff annual appraisals were presented. The person in charge confirmed she has not received formalised supervision and appraisal. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Staff we spoke with told us they enjoy working at the setting and feel supported in their role.

The people running the setting have built positive partnerships with parents / carers. Parents spoken to said their children are developing well and are happy and settled at the setting. Parents said staff are approachable and are "*brilliant*". The people running the setting are developing children's knowledge of their community to raise their awareness of their local surroundings and improve their social skills.

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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22	The responsible individual must ensure that all staff have read and understood the safeguarding policy, in order to implement the policy and the procedures confidently, appropriately and correctly.	New
30	The responsible individual must ensure all accident and incidents are recorded accurately with full information and parents / carers sign these to evidence they have been kept informed.	New
28	The responsible individual must ensure all the required information has been collated in the staff employment files to evidence their suitability for their role to care for children.	New
6	The responsible individual must ensure their DBS certificate is up to date.	New
29	The responsible individual must ensure all staff receive regular and meaningful one-to-one supervisions which encourage them to think about the quality of their practice and raise any safeguarding concerns. The responsible individual must ensure all staff receive formal appraisal at least once a year.	New

Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

National Minimum Standards	
Standard	Recommendation(s)
Standard 12 - Food and drink	Follow the Welsh Government food and nutrition guidance for childcare settings to make sure snacks provided are of good quality, nutritionally balanced and appropriate in quantity.
Standard 18 - Quality assurance	Seek and include the comments gathered from staff and other professional agencies when writing the report reviewing the quality of care in order to evaluate the setting fully.

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

Best Practice
Recommendation(s)
Make sure all policies and procedures are regularly reviewed and contain current Welsh legislation and guidance and insert the date of this review.

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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