



Inspection Report

All Born Curious Limited

**Unit 1
Prince of Wales Court
Seaway Parade Industrial Estate
Port Talbot
SA12 7BT**



Date Inspection Completed

04/05/2022

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About All Born Curious Limited

Type of care provided	Children's Day Care Full Day Care
Registered Provider	All Born Curious LTD
Registered places	111
Language of the service	English
Previous Care Inspectorate Wales inspection	Post registration inspection
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

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

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

Summary

Children feel settled, happy and confident at All Born Curious Limited. They interact positively with those around them and experience suitable opportunities to play and explore their environment. Children have some opportunities to develop their independence skills.

Most care staff work confidently and appropriately. They are aware of their responsibilities to safeguard children and follow adequate hygiene practices. However, they did not follow all the services policies consistently. Care staff are good role models, they prepare and carry out appropriate activities.

People who run the service provide a safe, secure and well-maintained environment. They have basic risk assessments in place and ensure safety checks of the buildings are carried out. People who run the service organise the environment well to ensure children can access a broad variety of toys, resources and equipment.

People who run the service have a clear vision. They have an effective statement of purpose which reflects their service. They ensure that care staff are suitable to work with children, complete regular training to promote their professional development and deploy care staff effectively. They have developed good relationships with parents. However, there are some areas which need to be further developed.

Most children are confident communicators as their wants, needs and feelings are considered by care staff. Children make some decisions and choices about what they want to play with. For example, across all age ranges, children chose which songs they sang at carpet time. Nearly all children's choices are respected. For example, a child expressed that they did not want to join in with a group activity and they were supported to watch instead.

Most children are generally happy and settled. We saw children smiling and laughing during their play. Nearly all children are familiar with the routines and have developed good relationships with care staff and other children. Children approach care staff for support and comfort, which is responded to in a warm and sensitive manner.

Most children generally interact well with each other, sharing and involving others in their play, including staff. For example, a child asked the group if anyone would like to play with the action figures. When no other children accepted the invitation, a member of staff responded and joined in the child's play.

Children have suitable opportunities to develop, learn and use their imagination to meet their individual developmental needs. For example, some younger children chose to play with the dolls. Care staff supported the play well by asking if they needed milk to feed the babies. Most children are confident to move around the environment making independent choices as to what they want to play with. Children told us that they enjoy playing in the outside space, soft play and doing craft activities. They also said they enjoy coming to the service and they feel care staff listen to them.

Children have some opportunities to develop their independence. Most children across all ages are supported and encouraged to feed themselves and have some opportunities to develop their independence skills.

Care and Development

Adequate

Most care staff are confident about their roles and responsibilities. They remind children about keeping safe. However, they do not always ensure that all areas are kept tidy and free from hazards. Care staff follow good processes when undertaking school runs from the service. For example, they sign out children consistently and ensure children are safe as they cross the car park. Care staff promote adequate hygiene practices and encourage children to do the same. However, there were inconsistencies when care staff undertook nappy changing. For example, a few care staff did not follow the service's policy fully and they do not follow infection prevention control best practice. They carry out daily cleaning and care staff ensure children do not access cleaning materials by storing them away appropriately. The service offers a variety of meals and snacks which promote healthy eating. Care staff encourage children to attempt new foods or an alternative if they do not wish to eat what is on offer. However, this is not always followed consistently. Care staff confidently explained what they would do if they had to deal with a child protection scenario, showing a clear understanding of their responsibilities.

Many care staff support children to speak or express themselves as they receive an appropriate response or interaction. They respond well to children including responding to their questions, requests, and non-verbal cues. For example, a younger child held out shoes and a care staff member asked, "*Do you want me to help?*" Care staff show warmth, kindness and offer reassurance to children when needed. Children are greeted warmly when they arrive and care staff use gentle, calm tones with the children. Some encourage children to use please and thank you and they understand the behaviour management policy and implement positive behaviour management strategies. They praise and reinforce positive behaviour. For example, the use of stickers, which children proudly show to others.

Care staff are familiar with the children in their care. They confidently talk about individual children's needs and preferences. They carry out appropriate activities. However, there is no formal activity planning in place, and they do not keep records of children's development or plan for their next steps. Care staff encourage children to develop some of their independence skills, including supporting very young children to get a snack from their bag. Nearly all care staff encourage the children to make decisions about their time in the service.

Environment

Adequate

People who run the service ensure that the environment is safe, secure, and well maintained. The main doors are locked securely and the children's individual rooms are kept closed. They have basic risk assessments in place. However, the premises risk assessment only includes general risks. They carry out regular maintenance checks, fire drills and ensure that all vehicles are fully insured and suitable to carry out school runs. Care staff carry out a daily checklist for the indoor and outdoor areas. However, there was no written record of issues raised from the daily checks. On the day of the inspection, this was rectified, and they now have a maintenance record in place. People who run the service ensure that the first aid kits are well stocked and are checked regularly.

People who run the service ensure the environment has sufficient indoor play space for children to move freely most of the time. However, the dining area for the youngest children does not provide enough room for care staff to move around and for children to socialise effectively. Since the inspection visit, this has been reviewed and the service has moved where the children eat to provide more space and create a better dining experience for the children. Care staff ensure the environment meets many of the children's needs enabling many of them to reach their full potential. They offer three separate rooms for different age groups and have taken into consideration the different abilities within the age groups. For example, the baby room is split for younger babies and older babies who are crawling or beginning to walk. The premises are welcoming, warm and accessible to most. There are a range of displays on the walls including some children's work and a few bilingual elements. There is an outdoor play area which is appropriately maintained and offers some play opportunities for the children.

People who run the service ensure that nearly all children can access good quality resources and a broad variety of age-appropriate furniture, toys, and equipment to stimulate the children's interest and imagination. Each age group have separate areas to provide different play and learning experiences. For example, creative and messy play areas, dressing up and areas indoors for physical play. Low level, open storage encourages children to access toys and resources independently. All look to be in good condition and they offer some resources which promote diversity and cultural awareness.

Leadership and Management

Adequate

People who run the service produce a clear, effective statement of purpose which reflects the service. However, they had not included information about the pets at the service. Since the inspection visit, they have included this information. They have a range of worthwhile policies in place. However, they do not always ensure that these are all implemented in practise, that policies include best practise or evidence when policies are reviewed. People who run the service ensure that the required records are kept. However, they do not always record sleeping preferences or have individual plans in place for children with additional needs. Since the inspection visit, the service has reviewed and adapted their preferences sheet to include sleeping arrangements. They record when medicine is given. However, it did not include the parent's signatures to acknowledge they had been informed. This was amended to include parents' signature, on the day of the inspection visit. People who run the service are very open and work positively to make improvements to their service. They ensure that they engage with Care Inspectorate Wales (CIW) and other professionals. However, they had not informed CIW of the most recent staff changes. This was rectified on the day of the inspection visit.

People who run the service carry out appropriate self-evaluation. They collect views of the people who use the service and produce a useful report which includes information on where they have improved and targets for the future. People who run the service have a clear complaints policy in place and has an adequate process for dealing with complaints.

People who run the service employ suitably qualified care staff. They follow a safe recruitment process and carry out suitability checks on all care staff. However, not all evidence of this was included in the staff files. Regular, good supervision and appraisals are carried out with nearly all care staff. These are comprehensive and focus on personal development as well as the care staff members well-being. However, there was no evidence of appraisals being carried out or recorded with the person in charge. People who run the service explained that they had not formally recorded the person in charge's appraisal. People who run the service ensure that records of children and care staff attendance are kept consistently and manage a number of school runs effectively. They meet the ratios and deploy care staff effectively to meet children's needs. However, it is not always clear who is working in which areas or who is covering for care staff on school runs or breaks. Since the inspection visit, the service has developed signing in sheets which show more clearly who is looking after the children and when.

People who run the service adequately keep parents informed. They send out regular newsletters to share important information. Care staff keep parents informed about children's daily activities through verbal feedback as well as a personal book for children under 3. Parents said that they are happy with the service, they get information about their child's day and feel like the service supports them as well as their children. The service works well with outside agencies to support children with additional needs.

Recommendations to meet with the National Minimum Standards

R1 – Develop a system to effectively plan, observe and record the next steps for the children’s play, learning and development.

R2 – Further develop the risk assessments and ensure evidence of their review is recorded.

R3 – Ensure all staff files contain all necessary evidence of staff suitability checks and annual appraisals for all staff.

R4 – Update all documentation and review staff practice to ensure they follow best practise recommendations and record evidence of reviews.

R6 – Ensure that more detailed information about children’s individual needs and preferences are recorded and updated when needed.

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

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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