



Inspection Report

Fast Track Childcare Solutions Ltd - Bettws Day Nursery

**Bettws Day Nursery
Bettws Road
Bridgend
CF32 8TB**



Date Inspection Completed

20/09/2021

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About Fast Track Childcare Solutions Ltd - Bettws Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Fast Track Childcare Solutions Ltd
Registered places	16
Language of the service	English
Previous Care Inspectorate Wales inspection	1 September 2017
Is this a Flying Start service?	
Does this service provide the Welsh Language active offer?	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, however incidental Welsh is used. We recommend that the service provider considers Welsh Government's ' <i>More Than Just Words follow on strategic guidance for Welsh language in social care</i> '.

Summary

Children feel secure, happy, and comfortable at this setting. They have a positive relationship with the staff, who know them well. The setting promotes the children's well-being appropriately.

They have policies and procedures in place. There is a caring atmosphere and the staff meet children's individual needs successfully.

Children receive care in a mostly safe and secure environment. The setting ensures there is adequate space and facilities to encourage children to play and learn. The setting provides toys and play equipment which are age appropriate and in good condition; it is welcoming and friendly.

The people who run the setting manage the service satisfactorily. Staff work well with parents to give them information about the children's well-being and care, and parents speak highly of the staff. We have made two improvement notices, which will be checked at the next inspection, and seven good practice recommendations. These can be found at the end of this report.

Well-being

Children are happy, express enthusiasm and enjoy their time at the setting. They have good bonds of affection with the staff and seek out familiar people who they know will help and play with them. During outdoor play, a child confidently tells a staff member, '*I want to kick the ball to you okay?*' Children chat easily with staff, calling them by their first names. Children are familiar with each other and make friends. They play happily together or alongside each other. For example, there is lots of laughter outdoors as they play in the playhouse. Most children speak or express themselves confidently, communicating their needs in a variety of ways and know that staff will listen and respond appropriately. We saw a child pass a book to a staff member and sat by her side, clutching the book as the staff member read the story to her. A child attending the setting for the first time appeared settled and comfortable.

Children have a strong sense of belonging and they know the routines well. They help tidy toys away after use. They have strong bonds of affection with care staff and enjoy sitting close to them during a jigsaw activity. Children confidently came to stand near us and were curious in what we were doing.

Children are enthusiastic and gain a sense of achievement from their play and learning. They enjoy an adequate range of interesting opportunities. They participate and concentrate on self-chosen activities and in staff led tasks very well and for appropriate periods of time. For example, children sit and complete a large floor puzzle with support.

Children have good opportunities to develop their independence skills enabling them do things for themselves successfully. They use the toilet and wash their hands independently after being outdoors. During snack, children have the opportunity to pour their own drink. Children are naturally motivated to freely choose their play and move confidently around the room. Children gain a sense of pride from their achievements, and smile as they receive praise from care staff.

Care and Development

The setting promotes the children's personal safety and well-being well most of the time, and has adequate policies and procedures in place. They have processes in place to safeguard children effectively. Staff had attended virtual safeguarding training recently, and were able to answer a safeguarding scenario with confidence. They were aware of The Prevent Duty, which details how to seek help if there is a concern regarding radicalisation.

Staff mostly adhered to hygiene procedures, however, are sometimes inconsistent. Some children did not wash their hands before eating and disposable aprons were not always replaced during nappy changing. Staff did not wear aprons or gloves whilst preparing or dealing with food. They ensure tables are wiped clean prior to food. Staff encourage the use of anti bacterial gel with the older children, however, we did not see staff wipe clean the younger children's hands prior to food. Staff use anti bacterial gel regularly. Staff use good hygiene with the children at times, for example when a member of staff wiped a child's nose, she disposed of the tissue in the bin, and washed and dried her hands afterwards. During warm, sunny weather, staff keep children safe in the sun by ensuring children wear sun hats and apply sun cream.

Staff place young children to sleep on bean bags and observe them throughout the time they're asleep. We discussed the safety surrounding sleeping on bean bags with the leader and were told it was due to lack of space and as children were continuously observed, felt it was safe and appropriate.

The setting deals with behaviour well, and has a satisfactory behaviour management policy in place. Staff follow the policy and use it appropriately, as they praise children for their good behaviour regularly. During outdoor play, a young child attempted to walk and was praised by staff, "*Well done, good boy.*" Staff praised older children as they sat nicely waiting for food, "*You are sitting lovely, well done everybody.*"

The setting plans activities with a focus on learning areas and intentions. Staff do not complete progress files for children. During the visit, we observed children taking part in a dinosaur themed activity and free play outdoors. Younger child played with plastic toys on the floor and listened to songs. Staff use lots of praise, and promote development throughout the day; "*What colour is the pepper on your plate?*" We heard some Welsh spoken throughout the visit.

Environment

Care staff ensure access to and from the setting is mostly secure and children are safe, as no-one can enter or exit the building without being admitted by a nursery member of staff. However, there is no lock on the access gate leading to the setting. The setting's premises is small and welcoming. There are two separate playrooms. The playrooms are light with colourful displays along with lots of children's art work on show.

The environment is equipped with suitably sized furniture and equipment to support children's independence, for example, child sized tables and chairs and toilet training facilities. The toileting and nappy changing area provides for children's privacy and dignity. There is a dedicated kitchen and young children have areas to sleep and have quiet time within the baby room. There are low level storage boxes making it easy for children to access, however these are not labelled with visual aids as to their content. The setting has appropriate resources and equipment for a range of ages. The setting has a few multi-cultural resources, which reflect a diverse society.

The staff ensure that the environment is safe and secure, overall. We were provided with copies of some basic risk assessments for areas of the setting following the visit. There was a Covid-19 specific risk assessment in place. There are daily risk assessment records in place for the setting, however the most recent record was dated June 2021. The setting undertakes regular fire drills, although the records don't show the actual time of the drill. Safety gates are fixed at the entrance and in between base rooms.

They lock chemicals in a cupboard in the kitchen and ensure first aid kits are readily available. The first aid kit needed replenishing as some items have expired and medication was stored in the kit. There are cleaning rotas in place, which staff sign off. Staff keep all entrances locked and record details of visitors. People who run the setting have developed the outdoor area extensively to provide an effective learning space and opportunities for children to explore. These include a climbing structure, mud kitchen, playhouse, play tunnel, planting area and water play to name a few. However, the entrance gate leading to the area is not locked whilst children are playing outdoors.

Leadership and Management

The setting runs appropriately, and the staff are mostly organised. They keep all records in relation to children's contracts and their preferences. The setting has appropriate parental permissions in place for example, emergency medical treatment, sun cream and outings. However, there is no permission in place for the current sleeping arrangements in the baby room. The setting has up to date certificates such as public liability insurance, although during the inspection visit, the certificate on display had expired. The setting has accurate attendance records of when the children and staff arrive and leave.

The setting has a satisfactory range of policies and procedures in place that are reviewed regularly. However, these do not accurately reflect practice observed during the inspection visit. For example, the statement of purpose and policies referred to children having key workers and children's progress is logged through observation and records kept. During the visit, staff told us there is no key worker system in place and there were no developmental records available to view. The Complaints policy needed amending as to CIW's role and the contracts refer to CSSIW, rather than CIW. Following the inspection visit, they have amended their statement of purpose, however it is missing information on terms and conditions. The leader does not ensure that CIW hold the correct information for leaders of the setting. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

All staff have the required Disclosure and Barring Service checks in place. We discussed supervisions and appraisals with staff members and were told they are provided with opportunities regularly, and these are carried out by management. We viewed records of supervisions during the inspection visit and were forwarded evidence of appraisal records following the visit. Staffing ratios were correct throughout the visit. Staff spoken to were very complimentary of the team. They enjoy working here, are provided opportunities to attend training and feel very much supported by management.

The setting has reviewed and evaluated the setting satisfactorily. They have a quality of care report dated 2020/ 2021, which included the views of parents and children, and identified areas for improvement as well as an action plan. However, it did not include the views of staff.

The setting promotes positive partnerships with parents well. The care staff keep parents up to date regularly, through daily record sheets for the younger children, which records food eaten, sleep times, activities, nappy changing and toileting. Staff provide verbal feedback for parents of the older children. Parents also told us they are provided with photographs of activities through a closed social media page. Parents told us they were very happy with the care given, *"They are absolutely phenomenal. The service they provide is absolutely fantastic."*

Recommendations to meet with the National Minimum Standards

- R1. Ensure all staff maintain robust hygiene procedures
- R2. Consider all possible risks indoor and outdoors and include these in risk assessments; as well as complete daily risk assessment records
- R3. Record the actual time of the fire drill, ensuring they are practised am and pm
- R4. Replenish the first aid kit and remove medication from the kit
- R5. Include the views of staff members in the annual quality of care review report
- R6. Ensure parents provide permission for current sleeping arrangements in the baby section
- R7. Keep a record of children's developments

Areas for improvement and action at, or since, the previous inspection. Achieved

Regular supervisions are not recorded 29 (3) (a)	
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staff files are not compliant - 2/4 no work history without gaps, 1/4 no ID, 1/4 one reference and 0/4 medical declaration of health.	
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Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

Statement of Purpose is not in line with regulations and NMS.	Regulation 15 (1) (e) Regulation 15 (1) (a)
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During the visit, the person in charge was different to that recorded as a service person on the service record. We discussed this during feedback with the Responsible Individual and she stated she had been in touch with CIW in relation to this. I stated that I would need an update following feedback as the service record currently does not coincide with practice. I have contacted the provider on several occasions in relation to this and had no response.	Regulation 7 (2) (b)
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The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

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