



Inspection Report

Pobl Bach Nurseries Ltd (Johnstown)

**20 Pondside
Johnstown
Carmarthen
SA31 3HU**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

17/05/2023

About Pobl Bach Nurseries Ltd (Johnstown)

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Pobl Bach Nurseries Limited
Registered places	51
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Is this a Flying Start service?	No
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.

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Summary

This was a focused inspection, and, on this occasion, we did not consider the themes well-being, care and development, environment and leadership and management in full.

Children have some opportunities to make choices and decisions for themselves. Their interests and opinions are generally acknowledged, and they are beginning to form bonds of affection and attachments. Most children are settled and have some opportunities to develop their independence skills enabling them to do some things for themselves.

A high number of new staff members have been employed recently. They are developing their understanding and working towards implementing the setting's policies and procedures. They are responsive, listen to and respect children's views. Interactions between staff and children are generally positive demonstrating kindness. Staff knowledge of safeguarding procedures is not robust. Staff do not always follow correct hygiene practices and the provision of food is not always suitable. Children's individual needs are not always met.

The people who run the setting mostly comply with regulations and the National Minimum Standards. They do not always keep CIW informed of all changes to the setting. Staff supervision meetings are not held regularly and are not meaningful. The people who run the setting do not always ensure staff suitability checks are conducted in full before staff start working at the service.

Well-being

Children's wishes and needs are generally considered, and they have some opportunities to make choices and decisions for themselves. For example, children chose their own aprons before sitting for lunch. Children's interests and opinions are generally acknowledged, and they are beginning to form bonds of affection and attachments with other children and staff. Most children are settled, and some seek closer contact and reassurance from adults. Some children who were settling in and a few other children sought additional support from staff. Interactions between children and adults are mostly positive.

Many children co-operate and are generally interested. Children enjoy a reasonable selection of appropriate opportunities indoors and outdoors. They also relax and have quiet times. Children have the freedom to safely explore the indoor environment and initiate their own play. For example, children have opportunities to choose where to play and we saw and heard children pointing and asking to play in specific areas.

Many children take part in a variety of activities, which results in a reasonable feeling of achievement and promotes self-esteem. For example, children happily participate in singing and action song sessions. Children experience a sufficient variety of age-appropriate resources offering some suitable opportunities that promote their all-round development. Children have some opportunities to develop their independence skills. For example, they move around and choose their activities in the outside play area. However, some opportunities to develop independence are missed. For example, some children do not always have opportunities to access the toilet area in the preschool room independently. Children are not able to wash and dry their hands independently, as the soap and paper towels are stored out of children's reach. During lunch, many children are independent in their abilities to eat and drink by themselves. However, we did not see children independently pouring their own drinks or being able to freely access drinking water.

Care and Development

Many staff are developing their understanding and are working towards implementing the setting's policies and procedures to promote personal safety and well-being. A limited number of staff are confident in their responsibilities to protect children and demonstrate an understanding of the setting's safeguarding policy and procedures. Many staff are inconsistent in their responses to safeguarding scenarios and have not received a thorough induction process to include safeguarding procedures. A few staff have not completed safeguarding training. The setting's safeguarding policy is in line with requirements. However, the policy does not clearly identify the designated safeguarding officers and as a result staff were unsure of who they would share information with. This is therefore an area for improvement, and we expect the provider to take action.

Many staff are responsive: they listen to and respect children's views. Interactions between staff and children are generally positive demonstrating kindness. For example, we heard staff questioning children asking "*Who can you see? Does it feel nice? Is it soft?*" Many staff are sensitive to the needs of others with many being able to model good manners. During lunch times, many staff are supportive of children's needs and preferences in relation to eating. However, alternative meals are not offered by staff when children indicate their dislike of meals. Additionally, the quality and quantity of the food provided is not always satisfactory. For instance, portions are inconsistent and do not always demonstrate a nutritious and balanced diet. This is therefore an area for improvement, and we expect the provider to take action.

In the main, staff are aware of the need to keep children safe and healthy. However, only a few staff implement appropriate cleaning and hygiene practices in line with the setting's policies. Staff do not ensure that hygiene standards always meet the required standards during lunch times and during toileting and nappy changing times. For example, many staff do not always wash their hands before serving food to children. Very few staff have completed food hygiene training. Staff do not always respond appropriately to children's needs. For instance, whilst outdoors in warm temperatures, not all staff ensured that children wear sun hats or sunscreen. During our visit on a hot day, staff did not provide all children with freely accessible drinking water during their outside play. These matters therefore amount to an area for improvement, and we expect the provider to take action.

Many staff praise children, commending them with phrases such as, "*clever girl, well done*". Nearly all staff demonstrate their understanding of implementing positive behaviour strategies. For example, staff diffuse tensions when children have difficulties sharing the same ball during outdoor play. Staff ensure themes are followed as part of the curriculum. We saw evidence of activities and story books to support the current theme. Staff explained that activities are documented in the form of photographs and shared with parents on an app. However, staff do not routinely use planning or observation documents to evidence children's individual progress for the next steps of their development.

Leadership and Management

The people who run the setting mostly comply with relevant regulations and the National Minimum Standards. They have adequate knowledge of their regulatory responsibilities and sometimes review their policies to ensure that these are generally implemented in practice. However, CIW have not been informed of recent changes to staff: the addition of several new staff or a new person in charge at the setting. This is therefore an area for improvement, and we expect the provider to take action.

The people who run the setting ensure staff ratios are maintained in line with regulations. However, staff are not always deployed appropriately. Many new staff are unfamiliar with the setting's routines and practices. We found daily changes to room leaders and staff teams. This has resulted in inconsistent practice, and levels of knowledge and understanding, impacting negatively on outcomes for children. The people who run the setting have responded quickly and have introduced new staffing rotas to ensure consistency in room leaders and staffing teams.

The people who run the setting do not have a robust process for recruiting staff, and staff suitability checks are incomplete. They do not ensure all documentation is readily available. For example, many staff files were unavailable during our first visit. Whilst some staff files were updated during the inspection, some statutory documents remain outstanding. We have therefore issued a priority action notice and the provider must take immediate action to address this issue.

Long serving staff have received staff appraisals and the people who run the setting keep basic evidence of professional development records. However, current practice demonstrates that staff do not receive regular supervision meetings and this impacts on reviewing the training needs of staff. This is an area for improvement, and we expect the provider to take action.

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
28	The provider must ensure that all staff files contain two references.	New

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 provider must ensure the safeguarding policy includes correct information in relation to the setting's Designated Safeguarding Officers and ensure that staff are able to put the policy into practice.	New
20	The provider must ensure that all care staff ensure to follow robust hygiene practices and ensure they promote and make proper provision for the welfare of relevant children.	New
21	The provider must ensure the provision of food meets the needs of the children.	New
29	The provider must ensure that staff receive staff supervisions and appraisals on a regular basis and ensure that basic evidence of professional development records are kept.	New
31	The provider must ensure that they inform CIW of all staff changes.	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 8 - Nurture and well-being	Ensure children have opportunities to develop their independence skills during food, snack and toileting.
Standard 7 - Opportunities for play and learning	Ensure what children do is observed and recorded to help plan for next steps, in line with children's interests, learning and development.
Standard 13 (Day Care) - Suitable Person	Ensure all staff receive induction training which includes the contents of the setting's policies and procedures to include, safeguarding, health, food and drink and nappy changing policies, and follow them consistently.

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)

Ensure all policies and procedures are updated in a timely manner.

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