



Inspection Report

Y Bont Nursery

**Y Bont
Ewenny Road
Bridgend
CF31 3HT**



Date Inspection Completed

18/12/2023

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About Y Bont Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Bridgend & District Resource for Children with Disabilities
Registered places	18
Language of the service	English
Previous Care Inspectorate Wales inspection	7 March 2023
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

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

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

Overall, children are settled at the setting. They have some opportunities to make choices. Many children are enthusiastic and interested in their play and are developing their independence skills appropriately.

Overall, staff have good relationships with the children and adequately care for and praise children for their efforts. Staff have taken some action to comply with safeguarding regulations but are not fully aware of correct procedures to keep all children safe, at all times. Leaders and staff are unsure of their responsibilities to safeguard children. CIW have therefore issued Priority Action Notices for failing to ensure that clear arrangements are in place for the protection of children and for safeguarding and promoting the welfare of all children.

People who run the setting do not ensure that all safety certificates and risk assessments have been reviewed and actioned. People who run the setting do not ensure that essential areas and equipment of the setting are maintained, which has resulted in some resources being out of use for extended periods and outdoor play space is not used to its full potential. This has an impact on their ability to always meet the needs of all children. CIW have therefore issued a Priority Action Notice for the fitness of premises.

People who run the setting do not ensure that they lead and manage the setting consistently and effectively. People who run the setting respond and take action following inspection but fail to sustain any improvements made. They do not identify and address all issues independently. They fail to sustain compliance with regulations. CIW have issued Priority Action Notices in relation to Leadership and Management.

Well-being**Adequate**

Children have a sufficient voice, and many have opportunities to make choices and decisions about what affects them. For example, we saw many children being able to choose their yoghurts and drinks. After leaving the table following snack time, we saw children who are mobile moving freely around the playroom and choosing where they wished to play. For example, some children moved to the soft play area and enthusiastically explored the resources within their environment.

Many children feel happy and secure. Children have formed bonds with their care givers and settle quickly within the setting. A few children require more reassurance from staff and are confident to seek attention and closeness by being held or cuddled. They are mostly content and comfortable to express their feelings, likes and dislikes. During activities, children are listened to as they attempt to communicate. Many non-verbal children can show staff what they want by nodding, pointing, shaking their heads, or turning their heads away and staff respond with care. Many children smile and provide eye contact, looking comfortable and feeling safe as they sit with children and staff.

Many children initiate their own play by moving freely around the room and settling on floor mats or at tables to explore different resources such as jigsaws and farm animals. They show interest and enjoy taking their time. Children have adequate opportunities to develop their independence skills enabling them to do some things for themselves. For example, many children can wash their own hands, whilst others do so with support at the mobile hand washing station. Children look pleased with their achievements when they complete the task. Many children independently eat their food during snack time. They smile and observe each other as they sit at the table and maintain eye contact and offer hand gestures.

Many children are enthusiastic and interested in their play and concentrate for an appropriate amount of time. For example, when playing excitedly with wooden shapes, they enjoy attempting to stack the wooden shapes and then watch them tumble. Children respond well to encouragement and instructions from staff and many children happily go with staff to change their nappies or to find their coats. During our visit, children participated mainly in free play opportunities, with some planned table activities.

Care and Development

Poor

Many staff are aware and understand many of the setting's policies to promote children's lifestyles and physical activities, but they do not always implement policies and procedures effectively. Most staff have completed safeguarding training. However, most staff are unsure of the setting's safeguarding policy and are unable to demonstrate a clear understanding of safeguarding procedures. The safeguarding policies provided during the inspection were not current and accurate and this also led to further lack of understanding amongst staff. Staff were not familiar with the procedures and as a result do not always respond appropriately to safeguarding matters. This is having an impact on children and placing them at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address this.

Staff follow hygiene procedures adequately, wearing protective clothing during activities such as snack time. However, a few staff do not understand their roles and responsibilities to ensure that children's foods are prepared or stored correctly. Where children have special dietary needs, a few staff do not follow correct procedures whilst preparing milk feeds or whilst feeding children. This contributed to an incident at the setting with people who run the setting failing to follow their policies and procedures correctly to safeguard a child. This is having an impact on children and therefore placing them at risk. We have therefore issued a priority action notice and the provider must take immediate action to address this.

In the main, staff keep records but do not always ensure records such as accident and incident records are accurate. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Most staff are caring and know their childcare roles well. They are able to explain their own responsibilities particularly in relation to children's medical needs and feeding procedures. They are confident and many work well together to meet the needs of children. However, this is not consistent across the team. Many staff interact warmly with children. We heard many staff offering praise and encouragement, and many staff communicate effectively amongst each other in terms of their daily duties. However, this is not consistent across the team of staff. Many staff show enjoyment as they participate in activities with the children. For example, we saw staff sitting with children as they took part in a tap, tap box activity.

Environment**Poor**

People who run the setting have a large purpose-built building, which has been adapted to provide specialist care for the needs of the children attending. The premises in the main is welcoming, warm and spacious, with satisfactory heating and ventilation. However, they do not ensure that all facilities are in working order and accessible to the children and as a result do not meet the needs of all children. For example, the sensory room has been out of bounds since June 2023. Staff are still unable to fully utilise the outdoor area, despite having been subject to aspects of non-compliance during previous inspection visits. The consistent limited use of the outdoor area due to some unsafe equipment, impacts on children's opportunities to make full use of the outdoor area. Risk assessments are not always reviewed and actioned, which further contributes to risks and limitations in the full use of the environment. Safety checks are not conducted regularly and the most recent Electrical Installation Condition Report is unsatisfactory. We have therefore issued a priority action notice and we expect the provider to take immediate action to address this.

People who run the setting do not always take adequate precautions against the risk of fire. Fire drills are carried out regularly and logs are recorded. However, the fire risk assessment, completed by an external agency, was carried out in 2017 and this document has not been reviewed since. People who run the setting do not ensure the fire evacuation procedures include information regarding emergency evacuation procedures for individual children. However, this information in relation to evacuation procedures has been added since the inspection. While no immediate action is required, fire precautions is an area for improvement, and we expect the provider to take action.

People who run the setting ensure most children access appropriate furniture, toys, and equipment. There are sufficient resources within the main playroom and movement room. Many resources are at low level, so children can access them independently.

Leadership and Management

Poor

The setting has continued to experience significant challenges and changes to staffing. There has been a period of significant instability due to changes in leadership and a high staff turnover and this has been ongoing since before the last inspection. The Responsible Individual has not established a shared vision with the people who run the setting on a daily basis to ensure a consistent approach. As a result, most staff are uncertain of their roles and responsibilities. The lack of support from the Responsible Individual impacts significantly on the well-being of the children and staff. Many staff are unhappy and feel unsupported. People who run the setting have a basic statement of purpose in place. However, the information is out of date and the document does not accurately reflect aspects of the setting. For example, staff roles and responsibilities are contradictory throughout the document, and it includes staff who have since left the setting. This has been raised previously. We have therefore now issued a priority action notice and we expect the provider to take action to address this in full. The leadership and management systems are a cause of significant concerns, and as a result the people who run the setting do not ensure that they are compliant with all the regulations. As a result, a priority action notice has been issued regarding the responsible individual's suitability. People who run the setting are unable to independently address issues and are unable to consistently achieve and sustain compliance with regulations. This continues to place children at risk.

People who run the setting have procedures in place for self-evaluation of the service. They have completed a quality of care review, which details improvements made and considered targets to drive improvement. People who run the setting make use of information from a range of sources to inform the self-evaluation process. For example, they continue to work with the local authority to reflect upon the learning environment and organise resources into suitable learning areas.

People who run the setting do not always deploy staff effectively during the day and do not ensure there is a contingency plan in place for staff absence to enable them to consistently provide for all aspects of the service in line with their Statement of Purpose, resulting in many children's needs not being met. For example, the afterschool club is regularly cancelled and this impacts on the children's needs and well-being.

People who run the setting do not have systems in place to ensure practitioners receive appropriate induction. They have ineffective systems in place to conduct suitability checks in a timely manner and therefore fail to implement safe recruitment processes to safeguard children. As a result, we have issued a priority action notice and the provider must take immediate action to address this issue. People who run the setting do not have an up to date operational plan and do not ensure that all necessary policies and procedures include all relevant information. They do not always communicate appropriately with staff to improve their practice and this leads to further confusion regarding roles and

responsibilities. Training undertaken by staff is not always purposeful and not embedded in practice. There is no robust system in place for staff supervisions and appraisals and as a result staff do not have effective and meaningful opportunities to reflect on their practice and identify targets for improvement during regular supervisions and annual appraisals. We have therefore issued a priority action notice and we expect the provider to take action to address this. Leadership and management practices contributes to children not being safeguarded properly and their well-being is not promoted effectively as a result. We have therefore issued a priority action notice and we expect the provider to take action to address this.

People who run the setting have developed positive relationships with parents and carers. There are effective systems in place to keep parents informed about their child's time at the setting. During the inspection, parents told us that they were happy with the care their children receive at the setting. Parents are satisfied with the detailed verbal information they receive when collecting their children and this was also observed during the inspection. There is evidence of working in partnerships. For example, people who run the setting collaborate, correspond and work with medical experts who support with specialised training. Since the last inspection, people who run the setting have not engaged with CIW and failed to notify us of any significant events. For example, they failed to inform us of a serious incident within the expected timescale. This has been raised previously. We have therefore now issued a priority action notice and we expect the provider to take action to address this in full. Since this inspection, a person running the setting on a daily basis has engaged with CIW and has started to address the non-compliances.

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
31	The Responsible Individual must notify CIW of all significant events and must do so no later than 14 days after the event has occurred.	New
9	The Responsible Individual must have regard to the Statement of Purpose, the number and needs (including of any needs arising from disability) of the relevant children and the need to safeguard and promote their welfare, to provide day care with sufficient care, competence and skill. The Responsible Individual must ensure that they support newly appointed persons in charge to fulfil their requirements. The Responsible Individual must undertake such training as is appropriate to ensure that they have the experience and skills necessary to provide day care or, where a person in charge has been appointed, for supervising the provision of day	New

	care.	
15	The Responsible Individual must ensure they compile a Statement of Purpose, which includes correct staffing roles and responsibilities and the current facilities available at any given time. The Responsible Individual must also ensure that the day care provided is consistent with the Statement of Purpose. The Responsible Individual must ensure the review and revision of the setting's Statement of Purpose and, whenever practicable, that any changes to this document is shared with CIW at least 28 days before it is to take effect.	New
20	The Responsible Individual must ensure that all persons employed to work with children at the setting are issued with an enhanced criminal record certificate prior to commencing employment. The Responsible Individual must ensure that staff understand their responsibilities to ensure that relevant children are provided with care, dignity and respect and that due regard is shown to any disability affecting them.	New
21	The Responsible Individual must ensure that when food is prepared and provided to children, staff practices meet children's health and special dietary needs.	New
22	The Responsible Individual must draw up and implement a current written policy to safeguard children and set out clear procedures in the event of any allegation of abuse or neglect. The Responsible Individual must act, liaise and ensure prompt referral with any local authority, in respect of child protection matters relating to relevant children or staff. The Responsible Individual must ensure that all written records are correct. The Responsible Individual must ensure the designated safeguarding lead for the setting reports any concerns about the welfare or safety of a child to the local authority. Staff working at the setting must be trained sufficiently and have access, at all times, to accurate information that allows them to effectively safeguard children and enable them to refer child protection matters effectively and in a timely manner.	New
28	The Responsible Individual must ensure all staff employed at the setting including the new person in charge and the new manager have complete staff	New

	files that include photographic identity and statements, health declarations, two references, qualifications and enhanced criminal record certificates. The Responsible Individual must always carry out suitability checks on staff prior to them starting at the setting and must ensure that all relevant persons are appropriately supervised whilst carrying out their duties.	
29	The Responsible Individual must ensure all employees who look after relevant children receive appropriate training, supervisions and appraisals.	New
37	The Responsible Individual must ensure all parts of the relevant premises used by relevant children are equipped with what is reasonably necessary, and adapted as necessary, to meet the needs arising from the disability of any relevant child. The Responsible Individual must ensure the sensory room is repaired and refurbished, to ensure children's needs are always met. The Responsible Individual must ensure the required safety inspection of the jacuzzi bath is completed. The Responsible Individual must ensure all areas of the outdoor space are in working order and fully risk assessed to enable children to gain full access to the outdoors. Additionally, the Responsible Individual must ensure that safety certificates are updated regularly.	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
30	The Responsible Individual must ensure all records are completed and maintained correctly. These include, accident records, policies and procedures and parent contracts.	New
38	The Responsible Individual must take adequate precautions against the risk of fire, which includes	New

	updating the fire risk assessment, implementing effective evacuation procedures and regularly maintaining safety equipment.	
31	Ensure that the responsible Individual inform CIW in a timely manner of all staff changes and of any significant events affecting the setting.	Achieved

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 15 - Staffing ratios	To review the deployment of staff across the setting and contingency plan for staff absences in order to avoid service closure.
Standard 14 - Organisation	To review and update the operational plan and to effectively communicate individual roles and responsibilities.

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)
To consider the effectiveness of training and review procedures.

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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