



Inspection Report

Withybush Creche

**Withybush Hospital
Fishguard Road
Haverfordwest
SA61 2PZ**



Date Inspection Completed

26/03/2024

Welsh Government © Crown copyright 2024.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*

About Withybush Creche

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Hywel Dda University Health Board
Registered places	36
Language of the service	English
Previous Care Inspectorate Wales inspection	12 October 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>	Adequate
<u>Environment</u>	Adequate
<u>Leadership and Management</u>	Poor

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

Summary

Children are generally happy at the setting and have an adequate voice. They enjoy most of their time at the setting. Many of the children's interactions are positive. However, at times, children present unwanted behaviours and frustration. Children's independence is good.

Staff are developing and implementing many policies and procedures to ensure they keep children healthy. Most staff manage interactions suitably well. However, at times, positive behaviour management strategies are not always implemented. Staff ensure children make suitable progress.

The provider has suitable measures to keep the environment safe and secure. All areas indoors and outdoors are organised, and resources are suitable for children's needs, stages of development and accessible to them.

The provider ensures that some policies and procedures are embedded. However, failure to comply with regulations has resulted in priority action notices in relation to safeguarding, staff suitability recruitment checks, management of staff and the suitability of the provider to meet requirements. These areas of non-compliance have an impact on children. The provider does not always notify CIW of events appropriately and is also non-compliant in this regard. Partnerships are suitable. However, leaders do not have effective systems in place to fully communicate effectively with parents.

Well-being

Adequate

Children are generally happy at the setting most of the time. As they arrive, they settle quickly with familiar staff. They go to staff for cuddles and reassurance when they are tired, and when they have woken up from a sleep. Children feel a sense of pride when staff are able to work closely with a small group, using playdough and cutters. They proudly show others their dinosaur shape shouting, *"Look, I made a Branchiosaurus!!"* and smile when staff praise them for their achievements. However, at times, children are uncomfortable and unsettled. For example, when children threw sand at other children, they started crying and were not supported by staff initially, as they had not observed the incident.

Children have a suitable voice. They choose their preferred toys and resources naturally and feel staff listen to their ideas and preferences when playing. Children's feelings are acted upon at mealtimes as they are offered alternative foods if needed. At times, children who have finished their meals and want to play are dissatisfied when they are urged to remain sitting by the table for a considerable amount of time.

Children generally enjoy their time at the setting, especially when they engage in activities that interest them. They engage in physical play with balls, and use their creative skills with spoons, pots and spades to engage in water and sand play successfully. Children engage in role play activities where they play in the ice cream shop, telling staff and children what flavour ice cream they want and the cost. Children shriek with excitement as staff engage with them to play on the climbing frame, slide and swing. However, at times when there are staff shortages and not supervised adequately, some children get distressed as they play and have difficulties engaging and sharing resources.

In the main, many of the children's interactions are positive. They play alongside each other from a young age. They share resources and listen when prompted to share by staff. Young children have close bonds with staff and reach out to them for safety and comfort. Older children have warm discussions with staff about family members during snack times. However, there are occasions when some children do not interact positively.

Children's independence is developing. They have many opportunities to play independently, and they have opportunities to be independent during snack times, helping themselves to water, milk and healthy foods. Children's physical and creative skills are developing well.

Care and Development

Adequate

Staff are developing and implementing many policies and procedures to ensure they keep children healthy. They provide healthy food choices for children and, at times, ensure all tables are sanitised and encourage children to wash their hands. However, at times when there are minimal staff present, children were not encouraged to wash their hands before food. Staff adhere to food hygiene standards. However, staff handling and preparing foods do not have current food hygiene training at present. They adhere to the policies and procedures for nappy changing. Staff show a good understanding of their responsibilities in relation to safeguarding and child protection. They ensure that they record accidents, injuries and pre-existing injuries with signatures of parents and staff. Medication administered is recorded, signed by staff and parents and previous dosages are included in records. Mandatory training is mostly implemented. For example, most staff have paediatric first aid certificates and all staff have received safeguarding training. However, staff undertaking school runs do not always have current paediatric first aid training.

Staff manage interactions suitably well when sufficient staff are present. They encourage children to have manners at snack times and encourage children to eat at the table. Staff are very caring towards younger children and manage their needs well. On some occasions, staff manage to distract children from situations where they find sharing difficult. For example, staff offered other resources for children who wanted the same play dough dinosaur cutters, and this was successful. However, when staffing ratios are not met, staff do not always implement positive behaviour management strategies effectively. This has an impact on children's well-being and safety. For example, when children become distressed and argumentative; staff are heard saying "*stop it*" and "*you're making me feel sad now that you're not listening*". Whilst under staffing pressures and working out of ratios, staff fail to properly supervise children and unintended incidents happen. For example, when a child was screaming and throwing sand at other children, when a staff member realised what had happened, they responded through stating "*that noise is giving me a headache*", resulting in the child crying and pushing a table.

Staff ensure children make suitable progress and some observations are made on children's development and next steps. They ensure there are resources and activities to meet children's needs and preferences. For example, they ensure there are dinosaurs and cars in many areas of interest to the children attending. Staff have an understanding of children's additional learning needs and have good procedures in place to raise developmental concerns with the local authority to make assessment referrals if needed. They ensure children have opportunities to develop language skills by reading stories and sing songs to them. For example, staff read a book to children about dinosaurs and discussed colours and textures such as rough, smooth and slippery to describe the dinosaurs. They sing songs such as 'Row row your boat' and 'baa baa black sheep.' Incidental Welsh is sometimes used, and staff encourage children to count resources in Welsh.

Environment**Adequate**

The provider has suitable measures to keep the environment safe and secure. There is a record of visitors to the service and identification badges are checked. Leaders regularly review risk assessments and ensure doors and gates are secured. They ensure there are procedures for regular cleaning and any hazardous chemicals for cleaning are kept away from the reach of children. Professional appliance testing (PAT) for electrical appliances and fire safety maintenance checks are conducted regularly. They conduct and record regular fire drills. However, evidence for heating and electrical system maintenance checks were unavailable for inspection.

The environment is adequate. All areas indoors and an outdoor area is accessible to children which are enclosed and secure. The play areas for children provides a free flow play opportunity at times. However, the provider has stopped using one portacabin which has resulted in not enough space being provided for all children attending. At times, the space for children is not sufficient for the number of children attending. Labels, resources and displays promote the Welsh language and there is a display of children's achievements, and this gives children a sense of pride and belonging. There are a suitable number of toilets and baby changing areas, and these meet the privacy and dignity needs of children. There are areas where younger children can rest and sleep, and there are suitably sized tables, chairs and highchairs for mealtimes and tabletop activities.

The environment and resources are suitable for children's needs, stages of development and they are accessible for children. Leaders have created areas of interest for children to develop their creativity and imagination, such as tuff tray areas, role play areas with props; rest and reading area, construction area and creative resources and puzzles are available. Outdoors, there are resources to promote physical development, which enhance children's ability to climb, swing, slide and resources that enhance ball and balancing skills. There are also small world toys, sand, water and gardening opportunities at times. Resources include those that promote different cultures and diversity.

Leadership and Management

Poor

The provider has not implemented significant changes to ensure that previous non-compliances have been met, and therefore this has had an impact on the staffing and well-being of children.

The provider has ensured there is a qualified person in charge to manage the setting day to day. However, they have not notified CIW of this. The person in charge has engaged with Care Inspectorate Wales (CIW) informally but is unable to notify CIW of significant events through CIW Online. The provider has not notified CIW of change of use to a portacabin, leading to a reduced floor space for children. This is an area for improvement, and we expect the provider to take action. The provider has unofficially deployed management staff to oversee the setting and its operations. However, due to the lack of leadership and lack of knowledge and understanding of the childcare regulations and national minimum standards, there are systemic failings, and the provider fails to independently recognise, achieve and sustain compliance with the regulations. As a result, we have therefore issued a priority action notice and we expect the provider to take action to ensure that this is being met. The provider has not submitted the Self-Assessment of Service Statement. This is a direct result of not having a Responsible Individual in place. This has been identified as an area for improvement and the provider must take action.

Leaders have ensured the statement of purpose reflects the current setting and policies and procedures are regularly reviewed. The person in charge has updated the safeguarding and child protection policy during the inspection to meet current guidance and recommendations. Improvements have been made to record keeping where children's attendance is now successfully recorded, and the majority of staff sign in and out when they are caring for children. However, staff times are not always recorded and therefore there is not a consistent record of those looking after children at all times. Staff to child ratios are met sometimes. However, the staff to child ratios are not consistently being met, especially during school runs, and this therefore has an impact on the well-being and care and safety of children. As a result of records and staff to child ratios not being met, this has an impact on safeguarding. We have issued a priority action notice, and the provider must take immediate action to address this issue.

The person in charge has implemented a self-evaluation system and has gained feedback from parents in order to improve the setting. They have gained feedback from parents, staff and children and have created improvement targets, which include improving the feedback to parents, leadership and management issues and environmental needs.

The provider has ensured that they seek most staff suitability checks before staff start to work at the setting. However, they have not sought full staff suitability checks for one member of staff. These include references, work history and job description. These were also outstanding during the previous inspection. This is a priority action notice, and the provider must take action to ensure they address this issue. When staff are able to work within ratios, they are able to create an ethos of care and compassion and are passionate

about the children in their care. However, they are not supported and listened to when they raise matters in relation staffing ratios. Staff have opportunities to gain training within the Hywel Dda University Health Board, which they have taken on occasions to develop their own professional development. Some supervisions and appraisals have been completed for some staff. However, many staff members, including the person in charge, have not received a formal supervision or appraisal meeting for a very long time. This has resulted in a negative impact on professional development, pastoral care and impacts their ability to work together successfully to create a positive working environment and the best outcomes for children. We have therefore issued a priority action notice and expect the provider to take action to address this.

Partnerships are adequate. Those running the setting have suitable partnerships with the local authority childcare advisory team and there have been positive changes to the play environment because of these partnerships. Some changes have been made to improve partnerships with parents. Parents informed CIW that they are pleased that their children are happy going to the creche and feel that staff are wonderful. However, some parents are unaware of how to raise concerns if they needed to and do not receive enough feedback about their child's progress and development.

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
9	The provider must ensure they nominate suitable responsible individuals, in a timely manner, who have the knowledge and understanding of the childcare regulations and national minimum standards to meet the needs of children. The provider must ensure they are compliant with the regulations and ensure staff are able to provide care with sufficient resources to ensure children are safeguarded.	New
29	The provider must ensure all staff working at the setting receive regular supervisions and appraisals	Not Achieved
28	The provider must ensure all suitability checks are completed on all staff before they start working at the setting and files are always available for inspection	Not Achieved
20	The provider must ensure there are adequate staffing arrangements in place at all times during the day to	Not Achieved

	ensure staff supervise children appropriately, promote and make proper provision for the welfare of children and ensure records always accurately reflect all staff caring for children at any one time.	
--	--	--

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
17	The provider must ensure they complete the Self-Assessment of Service Statement	New
31	The provider must ensure they inform Care Inspectorate Wales of any significant changes to the service	Not Achieved
15	Ensure the statement of purpose is regularly reviewed and reflects a current and accurate reflection of the service provided	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 9 - Behaviour	Ensure that positive behaviour management strategies are developed
Standard 22 - Environment	Ensure maintenance checks records are available and kept on the premises
Standard 6 - Working in	Ensure parents are fully informed about changes to the setting, children's progress, routines and practices.

partnership with parents	
Standard 10 - Healthcare	Ensure all staff undertaking school runs have received paediatric first aid training
Standard 10 - Healthcare	Ensure staff encourage all children to wash their hands before eating food

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 staff responsible for handling food have appropriate food hygiene training

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.

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 15/05/2024