



Childcare Inspection Report on

Llanharan Drop in Centre Creche LCDP

**23a Bridgend Road
Llanharan
Pontyclun
CF72 9RD**



Date Inspection Completed

10/05/2019

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Description of the service

Llanharan Drop in Centre Creche was registered in July 2002 to provide care for up to 10 children. The responsible individual (RI) for the service is Sarah Thurton and the person in charge (PIC) on a day-to-day basis is Samantha Williams. The service is based in a community building in the village of Llanharan. Opening hours are between 8am to 6pm, Monday to Friday. The service does not currently offer the 'Active Offer' in relation to the Welsh language; the service operates through the medium of English

Summary

1. Overall assessment

We, the Care Inspectorate Wales (CIW) found that children using this service are settled and content. The children are cared for by a team of staff who are enthusiastic and who know the children well. Children enjoy their play, The environment is generally safe, secure and maintained satisfactorily. Leadership and Management is adequate but there are aspects that require attention. Leaders work in partnership with parents to ensure that children's needs are identified and addressed appropriately so that they benefit from the service.

2. Improvements

None noted

3. Requirements and recommendations

We have made several recommendations and these are detailed at the back of this report.

1. Well-being

Summary

Overall, children feel very comfortable at the service and so they are relaxed and happy. Each child is able to make choices and decisions and therefore feel included and valued. They very much enjoy their play and learning which is evident by how engrossed and engaged with range of activities that they take part in. Children interact positively with others and form friendships.

Our findings

We saw that the children were chatty, animated and comfortable with the staff caring for them. Generally, children chose who and what they wanted to play with; although their choice of activities was very limited. Children ran around the indoor play space freely and they went outside to play.

Children are learning to share with support and they are forming friendships, in accordance with their stages of development. For example, when an older child had a toy which he knew his friend was waiting for, he continued to play with it for a while and then gave it to his friend.

Children are interested and engaged in their play. We observed children very engaged in activities such as chalking on the wall, playing in the role play area and balancing activities.

It was clear that the children were familiar with their surroundings and the routines of the service. We saw that children were mainly happy at the service and they moved around with confidence and went to staff for reassurance and support. Children were praised by staff. The children smiled when they received positive comments or were picked up and cuddled.

Children are becoming increasingly independent as they are supported to do things for themselves. For example, children were encouraged to use the toilet independently, wash hands and to feed themselves at meal times.

2. Care and Development

Summary

Staff are warm and nurturing towards the children in their care. They manage interactions positively and engage with the children in their play to enhance their experience and further their learning. Staff provide a good mix of free play and planned activities that keep children occupied and stimulated.

Our findings

Staff are aware of their roles and responsibilities in terms of health and safety and, on the whole, effectively follow the service's policies and procedures. Staff demonstrated a good knowledge of infection control procedures as they wiped the tables with anti-bacterial spray before they were used for meals and snacks.

Staff provided a very good selection of fruit at snack time and water or milk. They also actively promoted healthy eating and an active lifestyle with children and their parents to encourage good health. However, it was noted that squash was offered during lunch time. Overall, the service's menu was varied and balanced. At lunch time the children were served a roast dinner. In the main, staff supported children's independence well. However, staff used large jugs to pour drinks from and because of this children were not able to do so independently and required help.

Staff help to keep children safe as the majority of staff have attended paediatric first aid training and child protection training. Staff are alert to child protection issues and are largely aware of the safeguarding procedures to follow if they have any concerns.

Staff are positive role models for children as they are calm, nurturing and show interest in the children they are caring for. For instance, they gave spontaneous hugs given when children needed comfort or reassurance and constantly talked to the children as they played and they had no issues with joining in with their play when invited.

Staff create a fun, positive environment for children as they plan activities that children will enjoy and which support their learning and development. Children therefore are stimulated and make good progress. Staff have a good knowledge of child development as they mainly hold a level 3 childcare qualification or above. Staff said that they work collectively to plan themed activities based on the season and the topic they are following.

3. Environment

Summary

In the main, leaders ensure that the environment is safe, clean and secure. Leaders do not always effectively identify any risks to children. There is a good range of toys and resources available; however, they are not always accessible to the children.

Our findings

Leaders on the whole ensured that the environment was safe and secure. However, during lunch time, we noticed that the external door was left open for considerable time. Visitors were recorded. Heating appliances and portable appliance tests had been undertaken and were up to date. Leaders practised and completed fire drills on a regular basis and records were in place.

Leaders provide suitable premises, which are child friendly and stimulating. However, they are not used to their full potential. Leaders set out the premises to promote children's independence and the ethos of the Foundation Phase. However, children do not fully benefit from the environment as they do not have free access to all resources and neither were all resources used to their full potential. For example the sand and water play equipment was empty. We saw a range of toys, equipment & furniture that were appropriate for children's needs but most were not being used and not accessible to the children.

The premises were clean and tidy. Leaders asked staff to perform regular cleaning duties as part of their role. They had cleaning rotas in place. Staff completed the list of tasks daily, such as wiping surfaces, doors and sweeping the floors.

4. Leadership and Management

Summary

Leaders have a clear vision for the service, however they fail to implement and sustain this within their practice. There are good partnerships in place with most parents and the local schools. Leaders manage the service adequately. Leaders do not always comply with the relevant regulations and national minimum standards.

Our findings

Leaders had an informative statement of purpose, which was up to date and compliant with the regulations. Leaders ensured that there was a range of policies and procedures available, of which some had been reviewed and updated. In the main, leaders maintained the required records in relation to children's personal information, such as contracts, emergency medical consent and attendance.

Leaders do not have an effective recruitment system in place and confirmed that employing and retaining staff was difficult. We found in the sample of staff files seen, not all the required documents were in place. However, we saw evidence that these were in the process of being updated and reviewed. The registered person confirmed that regular supervisions with staff had not been undertaken. We saw records of appraisals, but not all were dated. Staff told us they did feel well supported by the leaders.

Leaders had some measures in place to review the quality of care but they had not carried out a review or produced a supporting report on their finding since 2017. Leaders told us that they are beginning to gather information for the quality of care review for 2018 to 2019. Discussion with leaders around self-evaluation showed that leaders were open to new ideas and ways of working. They also acknowledged the need to make sure that the setting operates within regulations.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- information about staff needs updating;
- staff supervisions need to take place regularly;
- conduct fire evacuation drills regularly incorporating opportunities to practice such drills for all children and
- complete the Quality of Care review and submit the report to CIW.

6. How we undertook this inspection

This was an unannounced full inspection undertaken on 10 May 2019. Feedback was provided on the day.

We

- inspected a sample of documentation such as policies, records and information about staff;
- inspected a sample of documentation such as information kept about children;
- observed practice and completed observations using the Short Observational Framework for Inspection tool (SOFI 2) to capture evidence of children's engagement and the care being provided by staff;
- inspected the areas used, toys and resources; and
- spoke with children, staff, registered person and the person in charge

Further information about what we do can be found on our website:

www.careinspectorate.wales

7. About the service

Type of care provided	Children's Day Care Crèche
Responsible Individual	Sarah Turton
Person in charge	Samantha Williams
Registered maximum number of places	10
Age range of children	6 weeks – 5 years
Opening hours	8am to 6pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	16 June 2015
Dates of this inspection visit(s)	10 May 2019
Is this a Flying Start service?	no
Is early years education for three and four year olds provided at the service?	no
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 children who use, or intend to use the service. We recommend that the service provider considers the Welsh Government's 'More than Just Words follow on strategic guidance for Welsh language in social care'.
Additional Information:	

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