



## Inspection Report

**Ton Tiddlywinks**

**25 Gelli Road  
Ton Pentre  
Rhondda  
CF41 7LR**



**Date Inspection Completed**

25/01/2023

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## About Ton Tiddlywinks

Type of care provided	Children's Day Care Full Day Care
Registered Person	Sara Phythian
Registered places	19
Language of the service	English
Previous Care Inspectorate Wales inspection	21 June 2021
Is this a Flying Start service?	Yes
Does this service provide the Welsh Language active offer?	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.

<a href="#"><u>Well-being</u></a>	<b>Adequate</b>
<a href="#"><u>Care and Development</u></a>	<b>Adequate</b>
<a href="#"><u>Environment</u></a>	<b>Poor</b>
<a href="#"><u>Leadership and Management</u></a>	<b>Poor</b>

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

## **Summary**

Nearly all children enjoy their time at Ton Tiddlywinks. They are mostly happy and comfortable in their surroundings and have trusting relationships with staff. Most children interact positively with each other and are developing social skills which will further enhance their interactions. Children have appropriate opportunities to play and develop their independence skills.

Most staff understand and implement policies and procedures to promote healthy lifestyles, personal safety, and wellbeing. Staff are caring and kind towards the children. They help and support children as required and engage appropriately with them in their chosen play activities.

The indoor environment is spacious and provides adequate opportunities for play and learning. The outdoor environment requires action to be taken to ensure it is secure from unauthorised entry. The setting is equipped with a range of good quality toys and resources that ensures that play and learning is engaging for children.

People who run the setting have engaged positively with Care Inspectorate Wales during the course of this inspection. They have responded quickly to make improvements where areas of non-compliance have been identified. They are keen to drive improvement at this setting. As a result of non-compliance with the Child Minding and Day Care (Wales) Regulations 2010, we, Care Inspectorate Wales (CIW) have issued three priority action notices (one of which was issued urgently) and noted three areas for improvement. There are also three recommendations at the end of this report.

## Well-being

## Adequate

Most children are happy and enjoy their time at the setting. Most children generally play freely and express their needs appropriately. Most children choose what they play with both indoors and outdoors. For example, some children chose not to engage with circle time and this choice was respected. Some children are becoming confident communicators, approaching us to engage in their play.

Most children are settled and cope well with separation. They are familiar with each other and are starting to make friends. During snack time, children chat to each other and to staff. Some children show bonds of affection with staff such as naturally turning to them for help to take their coat off. Children express their needs verbally and non-verbally, and their views and wishes are listened to most of the time. However, children's needs were not always spotted quickly enough, which led to some children becoming frustrated and unsettled.

Interactions between children and staff are positive. Many children interact well with each other and are beginning to learn about sharing and turn taking. However, when children argue over toys and resources, they are not always well supported to manage their behaviour appropriately.

Most children are generally engaged in their play and learning. They enjoy a reasonable selection of opportunities indoors and outdoors. Sometimes children initiate their own play such as when playing for a sustained period of time in the home corner.

Children are familiar with the daily routine. They wash their hands before snack time and some children help with tidying up when the 'tidy up' song is played. Children are developing independence skills well. For example, children enthusiastically served themselves breakfast, putting cereal into china bowls and pouring milk confidently. Children are supported when spillages occur. They are encouraged to use the toilet independently and are supported to wash their hands.

## Care and Development

Adequate

Most staff understand and implement policies and procedures to promote healthy lifestyles, personal safety, and wellbeing. They record children's attendance but do not keep suitable staff attendance records. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Staff give appropriate responses to child protection scenarios and display an awareness of the setting's safeguarding policy. Staff supervise children effectively on the walk from school to the setting. However, we found that staff do not always position themselves effectively indoors to ensure that they can see children at all times. Appropriate accident and incident records are in place. Staff implement robust and sufficient hygiene practices.

Most staff display a good understanding of the behaviour management policy and consistently implement positive behaviour management strategies. They use positive reinforcement with the children. We heard staff saying, "*Good boy, well done*" to a child who replaced his dishes after snack time, and they reassure children if they drop things during this process. Staff promote positive and caring behaviours with children. For example, staff encourage children to use "*Kind hands*" with children who are developing the skill of turn taking. Some staff lack confidence in dealing with behaviours that challenge. During the course of this inspection, people that run the setting have acted swiftly and booked some staff onto managing challenging behaviour courses. Three staff members have now completed this training.

Most staff have an appropriate understanding and knowledge of children's development, which reflects on how they manage children's behaviour. Staff are responsive, they listen attentively, chat and laugh alongside children and respect their views. Interactions are very positive, demonstrating warmth and kindness. Sometimes interactions between staff and children are too loud, however staff did show some awareness at how this could be unsuitable for some children and varied their tone accordingly. Some staff respond well to non-verbal communication and use sign language to strengthen understanding with some children.

Staff are committed to providing a suitable range of play and learning activities. We saw examples of staff supporting and extending children's understanding in their play and learning. For example, at the 'bug hunt' table, staff extended learning by asking children, "*Can we find the cricket?*" and again extended discussion by adding, "*They jump really high!*" As a result, children spent time searching for the insect and asking the staff member to identify other insects they found. Some staff consistently use incidental Welsh throughout the session.

## Environment

Poor

The environment is well maintained indoors and outdoors. Safety measures ensure access to the indoor environment is secure. However, the outdoor play area was not suitably secured against unauthorised access. We have issued a priority action notice. The provider must take immediate action to address this issue.

The setting is clean, and staff regularly carry out thorough cleaning routines which help to maintain good hygiene practices and infection control measures.

People who run the setting identify and minimise most risks to children's safety. There are a range of detailed risk assessments in place and staff carry out daily checks. However, during our visit we identified two hazards requiring immediate attention. Items were obstructing a fire escape and a wooden bench was causing repeated falls. Staff acted swiftly to remove these hazards during our visit. Staff carry out and document fire drills every month and weekly smoke / fire alarm checks to ensure children know what to do in an emergency.

People who run the setting provide a dedicated outdoor area for play and learning. The space is compact but well organised and provides activities which promote curiosity such as a bug hotel and sensory activities. The indoor area is spacious and well organised with areas such as a home corner and carpeted area with an interactive whiteboard set up to promote play and learning. The shape of the indoor area can contribute to issues around appropriate supervision as there are some blind spots within the space. People who run the setting have plans in place to change the floorspace which will make appropriate supervision easier for staff.

People who run the setting provide a range of good quality, developmentally appropriate play and learning resources, to ensure children have good variety and choice. Children can access toys and resources easily as they are stored at low-level or within their reach.

## **Leadership and Management**

**Poor**

People who run the setting have engaged positively with Care Inspectorate Wales during this inspection. They have acted quickly to make improvements where areas of non-compliance have been identified and are keen to drive improvement at this setting. The registered person has recently appointed a new person in charge and lowered the number of children attending the setting to support them in embedding improvements.

People who run the setting do not always ensure that adult to staff ratios are maintained. When staff are changing nappies or have kitchen duties, there are times when there are not enough suitably skilled and experienced staff for the number of children. This impacted on staff's ability to adequately supervise children. We have therefore issued a priority action notice. The provider must take immediate action to address this issue.

People who run the setting maintain and share an appropriate statement of purpose. At the time of inspection, the document did not accurately reflect all aspects of the service, for example staff roles and responsibilities. This has since been rectified and the statement of purpose is now accurate.

People who run the setting have procedures in place for self-evaluation of the service. They have completed a reflective and purposeful quality of care review which details improvements made and considered targets to drive improvement.

People who run the setting do not consistently ensure that staff have up to date Disclosure and Barring Service (DBS) checks in place. 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 consistently ensure that staff files hold the required information and documentation to ensure the safe recruitment of staff. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

People who run the setting do not carry out regular appraisals and staff supervisions thus not providing support and an opportunity to identify areas of staff development. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

People who run the setting have developed meaningful and positive relationships with parents and carers. There are effective systems in place to keep parents well informed about their child's time at the setting. Parents who responded to questionnaires in relation to this inspection were complimentary of the care their children receive at the setting.

## **Recommendations to meet with the National Minimum Standards**

R1. To provide additional training for staff in relation to behaviour management.



R2. To ensure that children have opportunities for quiet times.

R3. To provide additional training for staff in relation to effective positioning.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
25	The Registered Person must ensure that all parts of the premises to which children have access are so far as reasonably practicable free from hazards to their safety.	New
20	The Registered Person must ensure that all staff have an up-to-date enhanced Disclosure and Barring Service (DBS) certificate in place.	New
27	The Registered Person must ensure a sufficient number of suitable staff are present to manage the service and care for children effectively. There must be a person in full charge on a day to day basis.	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
29	The Registered Person (RP) must ensure staff who are looking after children receive regular supervisions and annual appraisals.	New
30	The Registered Person must maintain a daily record of children and the staff caring for them.	New
28	The Registered Person must ensure that there is full and satisfactory information in relation to staff members.	New

Ratings	What the ratings mean
<b>Excellent</b>	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.
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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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