



# Inspection Report

**Caerleon Child Care**

**Parc Ty Glas  
Llanishen  
Cardiff  
CF14 5DU**



**Date Inspection Completed**

*25/05/2022*

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## About Caerleon Child Care

Type of care provided	Children's Day Care Full Day Care
Registered Provider	123 Jump Ltd
Registered places	114
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">Manual Insert</a>
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	No. 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 people /children who use, or intend to use their service.

<a href="#"><u>Well-being</u></a>	<b>Good</b>
<a href="#"><u>Care and Development</u></a>	<b>Poor</b>
<a href="#"><u>Environment</u></a>	<b>Good</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**

Children are happy and settled. They have good opportunities for play and learning within a nurturing, caring setting. They have opportunities to develop their skills through a range of good quality experiences and play. Children form close bonds with each other and staff.

Staff are professional and work well together. They plan a good variety of activities, which includes children's interests and input. Staff keep good records of children's progress. In-depth policies and procedures are in place, but they are not always followed by staff. On one occasion recently, this left a child vulnerable in relation to allergies and intolerances. We have issued a Priority Action Notice (PAN) and the provider must take immediate action to address these issues.

The environment is well resourced both indoors and outdoors. A good range of toys and resources are provided for children's play. The environment is clean, welcoming and well organised. Staff follow procedures to ensure the environment is safe and suitable.

Leadership and management of the service is poor. Some attention is needed to ensure that the requirements of the Child Minding and Day Care (Wales) Regulations 2010 and National Minimum Standards are met. We have issued four Priority Action Notices (PANs) as a result of findings at the inspection, and the provider must take immediate action to address these issues.

## Well-being

Good

Children are encouraged to make their own decisions about how they spend their time at the setting. They are able to choose from a variety of exciting and enjoyable activities. Children's self-expression is encouraged, and we saw examples of children's art and craft work displayed around the nursery along with photographs of them in their play. This gives the children a sense of belonging.

Children are happy and valued at the setting. They are developing friendships in line with their age and stage of development, and they make good attachments with the staff that care for them. Children are familiar with routines, confident in exploring the environment freely and know where resources are and how to access them independently.

Children learn to respect each other and share. We saw two children sharing the cooking utensils in the role play area saying *'thank you'* to each other when passing them to each other. Children enjoy their play and learning. They benefit from a good variety of age appropriate play and learning resources in each room. They are interested in their play. Some show curiosity and the ability to play alone for periods suitable to their age and stage of development. We saw a child in the small world area for a sustained period of time, showing enjoyment through smiling whilst playing with the resources on offer. Children have opportunities to engage in adult led activities as well as independently. We saw a small group of children choosing to take part in a Father's Day craft activity with a member of staff. We saw children answering a variety of simple questions such as *'what colour hair does daddy have?'* and *'what is daddy's favourite colour?'*

Children are developing well and have opportunities to become independent. We saw younger children being encouraged to feed themselves, with staff offering support where needed and older children encouraged to scrape their left over food into a waste bin independently. Children use good manners during their time at the nursery. We saw staff encourage children to say *'please'* and *'thank you'* when food was served to them. Children have opportunities to develop their large motor skills by accessing the outdoor area and the soft play centre located next door to the nursery. The use of the Welsh language was limited across the nursery.

## Care and Development

Poor

Leaders provide in-depth policies and procedures which they update annually. Staff implement some of the policies and procedures well. However, staff did not follow policies and procedures in relation to children's allergies and intolerances sufficiently well. This resulted in a child requiring medical attention after eating the food provided, due to an allergic reaction. During the inspection, we were also made aware of a near miss with a child served dairy products, to which they have an intolerance. The person in charge told us that this error was noticed before the child had eaten the food, which was labelled as being dairy free. The RI has failed to ensure that staff promote and protect the health of children through the provision of food. Poor practice for children with allergies has led to errors in managing individual dietary and allergy requirements. This has failed to protect children's health. Failure to protect children's health, well-being and individual needs are extremely serious matters. As a result, we have issued a Priority Action Notice (PAN) and the provider must take immediate action to address these issues.

Children are served a selection of meals and snacks at the nursery. However, desserts with less sugar would be a healthier option for children. Staff carry out fire drills in line with the regulations and areas to improve are noted as action points. They complete accident, incident and existing injury forms in a timely manner and signed and dated by parents. Leaders evaluate these regularly to identify trends and plan for improvements around the nursery. Staff follow procedures to safely administer medication, with consent forms noting the dosage and signed by parents.

Staff work well together to support and promote children's social behaviour, being mindful of their age and stage of development. They are positive role models for children in their care, treating each other and children with respect and kindness. We saw a member of staff wiping a child's nose and explaining *'I'm going to wipe your nose, it won't hurt.'* Staff show interest in children's work and are happy to play with children to support their learning and development. Staff are warm in their interactions with children. We saw staff wiping the faces of younger children after lunch, which tickled their faces and made them laugh.

Staff are supportive, nurturing and engage positively with children to support their play and development. There is a good system for recording and identifying children's progress and identifying the next steps in their learning. Staff support children who display signs of toilet training and we saw staff reminding children to use the toilet often.

## Environment

Good

The environment is safe, secure, attractive and provides spacious accommodation for children's activities. Staff complete safety checks of the environment to identify and where possible eliminate any risks to children's safety. Visitors sign in on entry to the building, although non-essential visitors are not permitted currently due to the Covid-19 pandemic. Leaders ensure safety certificates are up to date including gas boiler service and fire safety checks. They have effective risk assessments in place that identify and eliminate risks to children, staff and visitor's safety.

The environment is welcoming and well-maintained. All rooms are well resourced with good quality, resources such as books, wooden toys and dolls, appropriate to the ages of children in each base room. The sleep area in the baby room is spacious and provides babies with individual cots to sleep. Wall displays include the children's self-expressive artwork. We saw children work valued in a wall display where children had drawn staff members with annotations of what they said during the activity, this was displayed in the hallway for visitors to see. The outdoor area is split onto different levels and includes equipment which is suitable for the age of all children who attend. For example, we saw a mud kitchen, music stations and a balance beam.

There is a good range of toys and learning materials that meet the needs of the children in each room. Children access resources independently because they are stored on units suitable for children. For example, lower shelving in the baby room and higher shelving in the pre-school room for ease of access by all children. Children are made aware of various cultures and celebrations that happen around the world. During the inspection we saw children enjoying an afternoon tea party to celebrate The Queen's Platinum Jubilee with their parents. We also saw that children had celebrated St David's Day, Chinese New Year, Diwali and Holi at the nursery. This gives children an awareness of the world around them. The person in charge told us that some parents had visited the nursery at the beginning of Eid and Ramadan to share cakes and talk about the celebrations with the children.

## Leadership and Management

Poor

Leadership and management of the service is poor. The responsible individual (RI) has failed to effectively safeguard and promote the welfare of children. This has led to failures with regards to safeguarding and making referrals to children's services. A Priority Action Notice has therefore been issued in respect of this.

Two other regulatory failings were also identified during the inspection relating to leadership and management of the service. People who run the service understand their responsibilities to notify CIW about specific issues. However, important information about significant events and staff changes have not always been notified in line with the regulations. Staff do not always understand and implement the nursery's safeguarding policy to ensure children are kept safe. For example, we were made aware of safeguarding incidents that had not been referred to the local authority's children's services department. Staff we spoke to were not clear about who or where they would report any safeguarding concerns they had. This could place children at risk of harm.

Two members of staff currently working at the nursery do not have current Disclosure and Barring Service (DBS) checks. This has been identified as an Area of Improvement at a previous inspection. Staff files we examined did not include sufficient references. Along with the lack of DBS checks, this results in management not being assured they are recruiting safe staff. As a result, CIW have issued Priority Action Notices in respect of these regulatory failings and will test whether compliance and improvement has been achieved at the next priority inspection.

The Person in Charge (PiC) told us that she has been covering staff absences across the nursery which has led to regulatory failings. However, the PiC must be supernumerary at all times and not included in staff ratios.

Staff we spoke to told us they feel supported by the nursery manager however there were some instances where they felt they could have been further supported. They told us that they have not received supervision and appraisals for a period of time. We saw evidence that satisfied us that there are plans in place to re-commence staff supervisions and appraisals immediately.

Parents told us they like the nursery, their children have fun, staff and managers are professional and take their views on board. Some parents told us that they feel their children have developed well at the service and are supportive with toilet training.



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

R1. Increase the use of Welsh language across the nursery.

R2. Revise the menus for meals and snacks served to children to include healthier options, in line with Welsh Government's 'Food & Nutrition for Childcare Settings' guidance.

R3. Ensure the Person in Charge is supernumerary at all times.

### 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
20	The RI and staff failed to make a safeguarding referral to Children's Services. The RI and staff must ensure that referrals to Children's Services are made in a timely manner.	New
24	The RI failed to ensure that sufficient care was taken to provide children with appropriate food in line with their identified needs. The RI must ensure that the process for identifying allergens is robust and safeguards children.	New
31	The RI failed to notify CIW of staff changes and significant events The RI must ensure that CIW are routinely notified of any changes or any significant events within 14 days of any significant event.	New
28	The RI has failed to ensure that DBS checks have been carried out for all staff. The RI must undertake routine DBS for all staff to ensure their continued	Not Achieved

	suitability to work with children.	
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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.

<b>Area(s) for Improvement</b>		
<b>Regulation</b>	<b>Summary</b>	<b>Status</b>
N/A	No non-compliance of this type was identified at this inspection	N/A

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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