



## Inspection Report

**Two Counties Creche CIC**

**The Old School  
The Highway  
Croesceiliog  
Cwmbran  
NP44 2HF**



**Date Inspection Completed**

16/01/2023

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## About Two Counties Creche CIC

Type of care provided	Childrens Day Care Full Day Care
Registered Provider	Two Counties Creche CIC
Registered places	39
Language of the service	English
Previous Care Inspectorate Wales inspection	
Is this a Flying Start service?	
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>Good</b>
<a href="#"><u>Care and Development</u></a>	<b>Adequate</b>
<a href="#"><u>Environment</u></a>	<b>Adequate</b>
<a href="#"><u>Leadership and Management</u></a>	<b>Adequate</b>

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

## **Summary**

Children have good opportunities to make choices and decisions about how they spend their time. They are happy, settled and feel secure in the care of staff. Children of all ages are developing their independence well and enjoy learning through play.

Staff engage with children and respond to their needs well. They provide warm, nurturing care and plan a suitable range of activities with plenty of opportunities for free play. Staff implement appropriate infection control procedures and identify and eliminate risks to children's safety.

The setting is clean, welcoming, light and child friendly. Satisfactory systems are in place to ensure that the environment is safe for children. Suitable play and learning resources are available for all ages.

The responsible individual has met the non-compliance identified at the inspection in September 2022. Most good practice recommendations made at the inspection in January 2020 have also been addressed. Good partnerships are established with outside agencies to help support children's learning and development. The responsible individual is aware improvements are needed as qualified staff to child ratios do not meet requirements.

**Well-being****Good**

Children have many opportunities to make choices and decisions about their play. They explore their playrooms with confidence, choosing toys and resources which interest them. Children approach staff with ease, eager to share their achievements and creations. We saw toddlers proudly show staff patterns they had made using peg boards and preschool children excitedly show off their very tall tower. Children are listened to, their ideas and contributions influence activity planning.

Children are happy and cope well with separation from their parents/carers. They form secure and affectionate relationships with staff. Babies and toddlers readily seek out reassuring cuddles and older children chat happily with staff as they eat their lunch. All children are familiar with the daily setting routines which helps them feel settled and confident in their surroundings.

Children interact positively with their friends and staff. They are learning to be kind and to share toys and resources. During circle time activities they are supported to learn about their emotions, talking about their feelings and why they may feel a particular way. Older children are beginning to understand the feelings of others. For example, a child welcomed us into their playroom and offered us a chair to sit down.

Children engage in play and learning enthusiastically. They concentrate and persevere with activities for an appropriate amount of time and are absorbed in their play. For instance, babies laugh and babble as they play peekaboop with a staff member and older children are captivated whilst listening to a story. All children thoroughly enjoy song time, joining in with actions, cheering and clapping themselves after singing.

Children have good opportunities to develop their independence skills. Older children use the bathroom and wash and dry their hands independently and younger children are supported to wash their hands after a nappy change. Preschool children serve themselves food at lunchtime and pour their own drinks. Children are encouraged to help tidy up at the end of a play session and know where to put toys away.

**Care and Development****Adequate**

Staff have a suitable understanding of how to keep children safe and healthy. All staff have training in child protection. They are knowledgeable about the signs and symptoms of abuse and aware of the setting's safeguarding procedures. Appropriate systems are in place for managing and recording accidents, incidents and any medication administered. A cook prepares a range of healthy meals, and the setting has achieved a healthy eating award. Staff and the cook consistently implement systems for the safe management of food allergies. Staff carry out satisfactory infection control procedures during nappy change routines to minimize the risk of cross infection.

Staff are caring, patient and kind in their interactions with children. They listen to and respect children's views. For example, in the baby room children are invited to join in with group singing or can continue with their play if they prefer. Staff follow the behaviour management policy and encourage children to be kind to their friends. They use positive behaviour management techniques such as distraction or explanation and give comfort to children who are upset. Staff encourage children to share and take turns and praise children for positive behaviours. For instance, we heard staff frequently say, "*good sharing*", and saw them offering 'high fives'. Staff promote the use of good manners and are always good role models.

Staff plan a suitable range of activities for children. Activities are usually based around a theme and include special days such as 'world book day' and a range of multicultural celebrations. Staff adopt a responsive approach to activity planning and are guided by children's interests. For example, toddler room staff noted toddler's interest whilst preschool children were involved in a soup making activity, so planned a similar activity for the toddler children. Staff undertake regular observations of children. They use this information to plan for each child's progression. Staff keep developmental files for children which evidence children's progression during their time at the setting. Staff support children with additional learning needs well. Individual development plans for children with additional learning needs are in place, ensuring all children's needs are met. Welsh language is promoted well in the baby room, but this is not consistent across the setting.

## Environment

**Adequate**

People who run the setting ensure that the environment is safe and secure for children. Visitors do not gain access to the setting without being signed in by staff. Risk assessments have been reviewed and updated since the inspection in September 2022. The allergy and bathroom risk assessments effectively identify potential risks and outline robust measures in place to manage these risks. Records show regular fire drill practices are carried out, so staff and children know how to evacuate the building safely in the event of an emergency. Insurance certificates and routine safety checks for the building and appliances are up to date. Frequent cleaning procedures ensure the environment is kept clean.

The setting is welcoming and child friendly. It provides light and spacious areas for children to play. The baby room has recently been redecorated in calming neutral colours, creating a cosy, inviting homely feel. The preschool room is well organised and has a range of suitable resources. We noted some resources in the toddler room were worn and in need of replenishing. The responsible individual told us she plans to redecorate and reorganise the toddler room to make it a more inviting place for children to play and learn. Children's artwork and photographs are displayed all around the setting which celebrates their achievements, giving them a sense of pride and belonging. Children can access equipment easily, which supports their independence. Babies have use of a separate cot room for sleeping and this is monitored closely by staff. Older children sleep on mats on the floor in a designated area of their playroom, and staff supervise children as they sleep.

The setting has good quality furniture and resources to support children's independence. For example, child sized tables, chairs, low level toy storage units and individual named coat pegs and drawers for children's belongings. There are a suitable number of children's toilets and nappy changing facilities available. These areas are clean and fresh, with liquid soap and paper towels easily accessible to children. A new low level nappy changing unit with anti-roll lip has been installed since the inspection in September 2022 to ensure babies nappies can be changed safely. New highchairs with a five-point harness have been purchased recently.

## Leadership and Management

Adequate

The responsible individual has taken action to meet the non compliance identified at the inspection in September 2022. She has improved procedures for dealing with children's health needs and strengthened the effectiveness of risk assessments. The responsible individual also notifies Care Inspectorate Wales (CIW) of significant events, such as staff changes. The statement of purpose provides parents with full information about what the setting offers. Policies and procedures are in place, and these are implemented appropriately and are reviewed.

People who run the setting undertake an annual review of the service and write a report, taking into consideration the views of children, parents, and staff. The report is reflective and evaluative, highlighting areas of strength and development, setting out actions for improvement. For example, ideas on how to improve verbal feedback to parents at the end of the day.

People who run the setting follow robust recruitment processes to safeguard children. They ensure staff maintain a current disclosure and barring service certificate (DBS) and regularly renew mandatory training such as paediatric first aid. An appropriate system for supervision and appraisal to support staff in their roles is established. Staff told us they feel supported by the management team. People who run the setting ensure the correct staff to child ratio is maintained. However, the ratio of 'suitably qualified' staff to children is not met. Unqualified staff are enrolled on the relevant training and no negative impact on children's care and safety was observed during the inspection. 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 established beneficial relationships with parents. We saw very positive feedback comments from parents in the quality of care review. For example, *"I am confident my child is safe and happy, and that, I value most"*. Parents receive regular updates on their child's experiences at the setting via verbal feedback, monthly newsletters, and parents' evenings. Good partnerships are developed with local authority advisers and support agencies. In addition, the setting works with a national early years organisation to help promote good outcomes for children.

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

R1. Develop the use of incidental Welsh language across the whole setting.

R2. Implement plans to reorganise and redecorate toddler room.

### 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
N/A	No non-compliance of this type was identified at this inspection	N/A
25	The responsible individual has failed to identify risks and hazards to children's health and safety. Ensure all parts of the premises to which children have access are free from hazards to their safety and all unnecessary risks to their health and safety are identified and where possible eliminated.	Achieved
24	The responsible individual has failed to protect the health of children with specific dietary requirements. Ensure policies and procedures are followed and sufficiently rigorous plans are in place to meet children's health and dietary needs at all times.	Achieved

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
27	The responsible individual has not ensured the required suitably qualified staff to child ratio is met. Ensure there are enough suitably qualified staff to meet the required ratio.	New
31	The responsible individual has not notified CIW of a significant event affecting a child's welfare. Ensure that CIW is notified of significant events that occur within the given timescales.	Achieved

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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