

Care and Social Services Inspectorate Wales

**Children and Families (Wales) Measure 2010
Child Minding and Day Care (Inspection and Information for Local Authorities)
(Wales) Regulations 2010
The Child Minding and Day Care (Wales) Regulations 2010**

**Inspection report
Child Minding and Day Care**

Tiddlywinks Childcare Centre

38 Commercial Street
Ystalyfera
Swansea
SA9 1HR

Date of publication: 16 September 2011

You may reproduce this Report in its entirety. You may not reproduce it in part or in any abridged form and may only quote from it with the consent in writing of Welsh Ministers.

Care and Social Services Inspectorate Wales

South West Wales
 Unit C, Phase 3, Tawe Business Village
 Phoenix Way
 Swansea Enterprise Park
 Swansea
 SA7 9LA

01792 310420

01792 313038

Name of setting :	Tiddlywinks Childcare Centre
Contact telephone number:	01639 842022
Registered Person/Responsible Individual	Elizabeth Cole, Gaynor Richards, Alun Llewelyn
Person in charge:	Heulwen Hewitt and Gill Dalton
Number of places:	43 children aged 0 to under 8 years. 11 aged 0 – 2 years 32 aged 2 – 8 years
Date of this visit :	5 July 2011
Dates of other relevant contact since last report:	13 June 2011 – variation request to register log cabin and an increase in registered numbers of children.
Date of previous report publication:	February 2011
Inspected by:	Michelle Belcher-Edwards

Introduction

Canolfan Gofal Plant Tiddlywinks Childcare Centre Cyfyngedig provided childcare at Tiddlywinks Childcare Centre and Elizabeth Cole, Gaynor Richards and Alun Llewelyn were the responsible individuals on behalf of the limited company. The setting was managed by a voluntary committee and the two Co-ordinators, Gillian Dalton and Heulwen Hewitt were the persons in charge on a day to day basis.

The setting was registered to care for a maximum of 43 children aged 0 to under 8 years; 11 aged 0 – 2 years and 32 aged 2 – 8 years. The setting offered sessional care, before and after school care and full time care to the children and families of the community. The Setting was registered to operate between the hours of 7.00am to and 7.00pm every Monday to Friday. An additional Out of School Club, managed by Canolfan Gofal Plant Tiddlywinks Childcare Centre Cyfyngedig was also available at Ysgol y Wern, Ystalyfera.

The setting continued to operate their service from a two storey building, which was previously used as a Bank. The building was situated on the main road running through the village of Ystalyfera. The building had a number of adequately sized rooms and the newly registered log cabin, which were airy and comfortable with plenty of natural lighting. The children had access to all parts of the building with the exception of the staff facilities and kitchen. An outdoor play area was also available to the children.

During the inspection, a good selection of toys and art and craft materials were available. The children were observed participating in a number of age appropriate activities which assisted the holistic development of the children. Children were seen to be confident and were observed to be well settled within their surroundings. Staff were observed interacting well with the children in a warm and caring manner and being professional in their roles.

It is not practically possible for every aspect of the operation of a setting to be observed on each visit. The absence of a reference to a particular fault or issues does not mean that it does not exist. It is the responsibility of the responsible individuals to ensure that the setting operated in accordance with the relevant laws, regulations and national minimum standards.

Summary of inspection findings:

What does the provider do well?

- Provides a safe, well-maintained and stimulating environment for the children
- Provides a caring, secure environment which encourages the children to be confident and independent
- Provides an extensive range of play and educational experiences and resources
- Provides a sufficient number of qualified and experienced staff
- Interaction between staff and children was observed as being gentle and nurturing
- Low turn over of staff
- Maintains good relationships with the parents
- Provides an excellent outdoor play area
- Has achieved The Investor's In People Award and The Cylch Rhagorol Award.

What has improved since the last inspection?

- The log cabin has been registered for additional play space and children.
- New items for the outdoor play area have been purchased.

The damp wall in the toilet area is being treated and re-rendered.
The procedure for staff 'hand-over' periods for children's medicine and accident records.

What needs to be done to improve the service?

a.) priorities

Staff to use disposable aprons for nappy changing.
Name tags to be placed on milk bottles and dummies.

b.) other areas for improvement

To obtain copies of The Child Minding and Day Care (Wales) Regulations 2010 and National Minimum Standards for Regulated Child Care April 2011.

Inspection methods

The providers self assessment of service (SAS), which was returned within the timescale.
One unannounced visit – afternoon session.
Discussions with the children, staff and Responsible Individual
Premises inspection.
Sampling of daily records.

The inspection was undertaken with both Co-Ordinator's (Persons In Charge) and the Responsible Individual, Mrs Elizabeth Cole.

Information on service

Inspector`s findings:

The Self-Assessment of Service (SAS) was completed to confirm that the setting provides information to parents in the form of a statement of purpose, parents handbook, newsletters as well as the information displayed on the notice boards. It was noted that the setting was also in the process of designing their own website. Policies and procedures as well as other relevant information were included in the parents handbook and the setting's latest inspection report was displayed in the foyer. The information available ensured that parents had all the information they need to make an informed choice about the child care service.

The setting continued to use written contracts outlining the expectations of both parties about the care of the child. A random sample of completed contracts was viewed at the inspection, which was seen to be appropriately completed with detailed information.

Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

None.

Planning for individual needs and preferences

Inspector`s findings:

The SAS indicated that parents were encouraged to visit the setting prior to placing their child and to discuss their child's individual needs and preferences. It was confirmed that the setting was able to provide one to one care should it be required.

The parents handbook contained the setting's policies and procedures which the Responsible Individual confirmed were reviewed on a regular basis.

The Person In Charge confirmed that the setting maintained a number of records for each child, which allowed the setting to plan for children's individual needs. At the time of the inspection, the sample of records viewed included the following:-

- Contract
- Child registration form.
- Accident records.
- Medication records.
- Permission forms.

The setting also maintained:-

- A children's register. Signing in and out sheets were used at both entrances.
- Staff register. A signing in and out book was used.
- Visitor's book.

A random sample of the above records were inspected and were found to be satisfactory.

Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

None.

Empowering service users, encouraging life style choices

Inspector`s findings:

At the time of the inspection, the children were observed enjoying a range of experiences and involved in many play activities. The children were seen to be happy and settled within their surroundings, although one child was slightly unsettled and staff were seen to be tending to the child's needs and talking and cuddling the child and using distraction methods. The setting was seen to be well resourced with a good range of toys, equipment and furniture. Each room displayed an age appropriate activity plan which provided children with opportunities and activities to promote their holistic development.

Over 2's rooms

During observations, the children were seen completing jigsaws, colouring, and playing with building blocks, whilst other children were undertaking some physical play activities in the newly registered log cabin. Children were also observed in the outdoor play area where they played on the small trampoline, climbed on the 'pirate ship' wooden structure and sang songs on the outdoor stage. The rooms were child friendly and comfortable; various art and craft displays were visible and the current theme was 'ar lan y môr'. An area for quiet time to read books and rest, a table top area, a floor play area, and a physical play area were available to the children. Medicine, accident and dietary records were displayed for easy reference to ensure smooth staff 'hand-over' periods.

Under 2's rooms

During observations, the children aged between 0 and 1 year were seen to be playing with educational toys and exploring their environment, whilst other children were being bottle fed. Children aged 23 months to 2 years were seen having their lunch and getting ready for some quiet/sleep time. Areas of play had been created in the rooms and children were able to freely move around their rooms to explore their surroundings. The rooms were calm and welcoming to children with various displays and some of the children's own art work displayed. A number of recording sheets were available to record children's sleep times, nappy changes and milk intake. Children in the under 2's room were provided with daily diaries.

Staff interaction with the children was warm and gentle. Staff were seen to be tending to each child's individual needs and ensuring that records were being maintained. Two queries were raised on the parent questionnaires regarding the information provided to parents about their child's day at the setting. One parent queried whether a chart could be provided about themes and activities and another parent queried whether written information could be provided for older children. These issues were raised with the Responsible Individual, who agreed to give the matters her consideration. The Responsible Individual also stated that a notice board would be displayed confirming the setting's theme and stated that this information would also be included on the setting's new website in the future. It was also stated that an 'open door' policy was operated at the setting and all parents were welcome to discuss any issues.

Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

None.

Quality of care

Inspector`s findings:

Staff were seen to be managing children`s behaviour in a positive manner and children were seen to be encouraged to share and take turns. Staff were seen to be positive role models and praising the children.

It was confirmed that all staff had attended first aid training and staff files inspected contained valid certificates. Separate first aid boxes were available for children and staff. Good hygiene procedures were observed, where staff wore gloves when required and hand washing was regularly observed by staff and children. Discussions were undertaken in relation to nappy changing and it was recommended that staff used disposable aprons to reduce cross contamination. It was also recommended that name tags be placed on children`s bottles and dummies for easy identification.

Children were observed during the lunch period, where they were sat at tables or in appropriate high chairs to eat their meals. Some staff sat at the tables to help and support children with their eating, whilst other staff held babies to bottle feed them. A sample menu was viewed in the kitchen, which offered a variety of snacks and meals and it was stated that children`s dietary needs were met, a reference sheet was displayed in the kitchen. At the time of the inspection, some children had packed lunches, whilst other children had been offered a hot lunch and a drink followed by a dessert. It was stated that children were offered plenty of fruit and a healthy variety of meals. The Person In Charge stated the setting had reviewed the lunch period and offered lunch at a slightly later time, which has resulted in better eating habits and it was stated that biscuits are no longer offered at the setting. The setting employed a cook and had been awarded a food hygiene rating of 5 from the Environmental Health Department.

Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

- Staff to use disposable aprons for nappy changing.
- Name tags to be placed on milk bottles and dummies.

Staffing

Inspector`s findings:

The setting was overseen by the Responsible Individuals and managed on a day to day basis by two Persons In Charge (Co-ordinator's). It was confirmed via the SAS that twenty five (25) members of staff were employed by the company, including domestic staff.

It was the Responsible Individuals' responsibility to ensure that all staff had valid Criminal Records Bureau (CRB) disclosures. The staff files of the new members of staff were inspected and found to contain all of the information (including CRB's) as required under Regulation 28, Part 2 of Schedule 2 of the Childminding and Day Care (Wales) Regulations 2010.

The SAS indicated that:-

One childcare staff member was qualified to a level 4 qualification or equivalent and an additional childcare staff member was currently undertaking the level 4 qualification.

Fifteen childcare staff members were qualified to a level 3 qualification or equivalent, whilst an additional two childcare staff members were working toward the level 3 qualification.

Two childcare staff members were qualified to a level 2 qualification.

The setting, therefore, exceeded the percentage of qualified staff members detailed in the National Minimum Standards for Regulated Child Care.

Staff files inspected contained evidence of an induction process as well as supervision and forms for yearly appraisals. It was also stated that regular staff meetings were held to share any information pertinent to staff members.

The Person In Charge confirmed that staff had many opportunities to undertake additional training and confirmed that staff were due to attend child protection, children's rights and fire awareness training.

Nine staff questionnaires, commissioned by the CSSIW, had been returned prior to the inspection and all indicated that sufficient guidance and management support was available when required. Staff spoken to during the inspection were professional and knowledgeable.

Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice Recommendations:

None.

Conduct and management of the service

Inspector`s findings:

Through observations, the viewing of records and discussion with members of staff, it was evident that the setting was well organised with good team work in evidence. At the time of the inspection, the following ratio was in operation:-

ten (10) children aged under 2 years were present with four staff members.

six (6) children aged 2 years and six (6) children aged 3 years were present with four staff members and one student.

The setting was operating at the correct adult to child ratio.

Equality was evident at the setting, the toys, the activities undertaken and equipment present promoted equality and positive attitudes. The Welsh language was used regularly by staff and children.

The setting displayed their Public Liability Insurance certificate which was valid until August 2011.

Fifteen parental questionnaires, commissioned by the CSSIW, had been returned. Feedback was positive and complimentary about the service. A number of issues were raised within the parent questionnaires, these were discussed with the Responsible Individual and references to these issues have been made within the body of the report. The SAS indicated that the setting had been awarded the 'Investors in People Award' as well as the 'Cylch Rhagorol Award'. It was confirmed that the quality assurance system remained in place.

Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

None.

Complaints, protection and other significant events

Inspector`s findings:

The SAS was completed to confirm that the setting's complaints procedure remained in place and it was confirmed that the procedure is included within the parent handbook. The Person In Charge stated that no changes had been made to the procedure and confirmed that no complaints had been received by the setting.

The SAS confirmed that the setting's child protection policy remained in place and indicated that both Persons in Charge (Co-ordinator's) were the nominated child protection co-ordinator's. It was stated that no issues or concerns relating to child protection had been raised. Discussions with the Persons In Charge confirmed that staff understood their roles and responsibilities should a child protection concern arise. It was stated that approximately seven members staff would refresh their child protection training in the near future.

Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

None.

The physical environment

Inspector`s findings:

The setting continued to operate from a building situated in the village of Ystalyfera. Three playrooms and a newly registered log cabin were registered for the children, along with a sleeping room, an outdoor play area and the toilets. On the ground floor, an under 2 room, a sleep room and a nappy changing room was available. On the lower ground floor, an 18 month + room, an over 2's room, the log cabin and the children's toilets were available. Rooms had been organised into various play areas which allowed for noisy play as well as quiet play. The office/staff room, staff toilet and kitchen remained out of bounds to the children.

Rooms were suitably decorated and furnished. It was stated that the dampness in the toilet area continued to be an issue and after risk assessments had been carried out, the setting was in the process of treating the area and re-rendering the walls. Various displays and samples of the children's own art work were visible. The toys and equipment available at the time of the inspection were age appropriate and in good condition, which enabled the children to play and learn in a stimulating environment.

A premises inspection was undertaken and the premises were found to be satisfactory. Any risks to children had been reduced by use of safety equipment, such as safety gates and electrical socket covers. Risk assessments were completed and the last renewal was undertaken in October 2010. Electrical testing had been undertaken in September 2010 and the heating certificate was valid from August 2010. The necessary up to date legal documentation required to transport children in the setting's minibus was viewed.

Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

None.

A note on CSSIW's inspection and report process:

This report has been compiled following an inspection of the service undertaken by Care and Social Services Inspectorate Wales (CSSIW) under the provisions of the Children and Families (Wales) Measure 2010 and the Child Minding and Day Care (Wales) Regulations 2010.

The primary focus of the report is to comment on the quality of life and quality of care experienced by service users.

The report contains information on how we inspect and what we find. It is divided into distinct parts mirroring the broad areas of the National Minimum Standards.

CSSIW inspectors are authorised to enter and inspect regulated services at any time. Inspection enables CSSIW to satisfy itself that continued registration is justified. It also ensures compliance with:

Children and Families (Wales) Measure 2010 and associated Regulations whilst taking into account the National Minimum Standards
The service's own statement of purpose.

At inspection, CSSIW tries to capture the views and experiences of service users by means of questionnaires for the parents/carers and any staff, engagement with children who use the setting as well as information drawn from the provider's own self-assessment. At any other time, visits may also be made to services to investigate complaints and to respond to any changes in the service.

Readers must be aware that a CSSIW report is intended to reflect the findings of the inspector at a specific period in time. Readers should not conclude that the circumstances of the service are the same at all times. The registered provider / responsible individual is responsible for ensuring that the service operates in a way which complies with the regulations. CSSIW will comment in the general text of the inspection report on their compliance. For those regulations which CSSIW believes to be key in bringing about change in the particular service, they will be separately and clearly identified in the requirement section.

As well as listing these key requirements from the current inspection, requirements made by CSSIW since the last inspection which have been met and those which remain outstanding, are included in this report. The reader should note that requirements made in the last inspection report which are not listed as outstanding have been met.

Where key requirements have been identified, the provider is required under Regulation 18 of the Child Minding and Day Care (Wales) Regulations 2010 (Compliance Notification) to advise the appropriate regional office in writing of the completion of any action required by CSSIW.

The regulated service is also responsible for having in place a clear, effective and fair complaints procedure which promotes local resolution between the parties in a swift and satisfactory manner, wherever possible. The inspection report will include a summary of the numbers of complaints dealt with locally and their outcome.

CSSIW may also be involved in the investigation of a complaint and where this is the case makes a summary of the complaint available to the public. CSSIW will also include within the inspection report a summary of any matters it has been involved in together with any action they have taken.

Should you have concerns about anything arising from the inspector's findings, you may discuss these with CSSIW or with the provider.

Care and Social Services Inspectorate Wales is required to make reports on registered facilities available to the public. The reports are public documents and will be available on the website: www.cssiw.org.uk