



## Inspection Report

**Royal Day Care**

**Unit 10  
Cwrt Y Parc Earlswood Road  
Cardiff  
CF14 5GH**



**Date Inspection Completed**

11/01/2023

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## About Royal Day Care

Type of care provided	Childrens Day Care Full Day Care
Registered Provider	abc childcare services limited
Registered places	19
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>Adequate</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 are happy and settled. They form positive friendships and have good relationship with staff. Children show enjoyment as they play and learn together. They develop basic range of skills through daily routines and activities available.

Overall, care staff implement appropriate policies and procedures which promote children's health and safety. They understand and follow the setting's behaviour policy and manage interactions appropriately. They are good role models, showing warmth and kindness towards children.

People who run the setting ensure the environment is safe and secure. They provide a welcoming and child friendly space, where children can play and learn. The environment is very spacious and equipped with a basic range of age-appropriate resources.

Overall, people who run the setting have adequate knowledge and understanding of their regulatory responsibilities. During the inspection visit the Responsible Individual (RI) confirmed several changes have been implemented. We, Care Inspectorate Wales (CIW) have noted several recommendations at the end of the report.

**Well-being****Adequate**

Children do not always express themselves. We saw non-verbal children, request toys out of their reach with their wants recognised by care staff. Children's attempts at communication are valued. For example, when a child takes a staff member's hand, they are asked "would you like me to come with you?" Children help themselves to resources, taking out toys that interest them. Some children play alone and do not interact with their peers or care staff.

Overall, children feel safe, happy, and valued at the setting. Some children, who are settling at the service and do not have English or Welsh as their first language receive reassurance from care staff. Others are confident and happily engage. One child confidently passed us soft toys. Children are active and express enthusiasm and enjoyment. We saw children laughing and interacting well with one another in the soft play room.

Children are beginning to form relationships. They play nicely alongside each other some of the time, but also enjoy playing alone. For example, a group of older children enjoy taking turns climbing up the soft play and sliding down the other side.

Children are mostly interested in their play and learning. They enjoy a basic range of opportunities, mainly indoors. Children initiate their own play. For example, a child hides under the table for the care staff to find them. Children enjoy making attempts to complete wooden jigsaws at the table.

Overall, children have some appropriate opportunities to develop their independence skills. During mealtimes, older children eat independently. Younger children have support, where needed, but are encouraged to try and feed themselves. Children use the toilet facilities independently wash their hands with support of care staff.

## Care and Development

Adequate

Overall, care staff implement suitable policies and procedures which promote children's health and safety. Appropriate hygiene practices are in place, such as regular cleaning and handwashing. All consent forms are in place for children. Following the inspection visit, an 'All about me form' was completed by parents. Records of allergy and dietary information for individual children is available in children's files. Children and staff attendance registers are completed. Many care staff attend regular training and have up-to-date certificates in paediatric first aid, food safety and child protection. However, they do not all have a good general understanding of safeguarding, including how to respond to child protection concerns.

Care staff understand and follow the setting's behaviour policy and manage interactions appropriately. They are good role models, showing warmth and kindness towards the children and encourage positive behaviour. For example, they get down to children's level and encourage children to 'be careful'. We heard staff say, "*Well done*", "*Good girl/boy*" and give high fives.

Care staff have a caring attitude and enjoy spending time with children. Children are transported to and from the setting by the RI, so care staff do not get to meet parents / carers. They told us this is a barrier to them building a relationship with the family and having a good understanding of their children's individual needs. Care staff plan activities together and are yet to begin implementing aspects of the new Curriculum for Wales. Basic activity planning is in place and care staff adapt plans to suit children's interest as needed. However, children's development is not being assessed, to allow for purposeful planning based on children's abilities. Care staff recognise when children may have additional needs or require more support. Minimal Welsh is spoken at the setting. The setting promotes a range of celebrations and has some resources which help to promote diversity.

**Environment****Adequate**

Overall, people who run the setting ensure children are cared for in a safe, clean, and secure environment. They ensure that everyone is aware of their responsibilities in relation to the safety and welfare of children. Health and safety policies and procedures are in place at the setting. Visitors to the setting sign a visitor's book on arrival and departure. Risk assessments are in place and staff follow them appropriately. Regular cleaning routines reflect good hygiene practices and infection control procedures, which minimise any risks to children's health and safety. PAT (Portable appliance testing) has not been carried out on electrical equipment at the setting.

The environment has a good indoor play space for children to move freely, with several rooms on three levels of the building. People who run the setting ensure the environment meets most of the children's needs. They ensure that play equipment and toys are easily accessible for children, encouraging their independence. Separate toilet facilities are available for children to access with the supervision of care staff. Older children can access their own belongings with ease from their own coat pegs. People who run the setting provide children with an adequate range of age-appropriate resources and equipment. However, this could be further enhanced to provide more variety.

People who run the setting ensure that children have easy access to toys such as animals, vehicles, blocks, construction, soft toys and dressing up. People who run the setting ensure the resources and equipment are of a satisfactory quality. Children did not access the outside play area during our inspection. However, they have a large climbing frame for children to use.

## **Leadership and Management**

**Adequate**

Overall, people who run the setting have appropriate knowledge and understanding of their regulatory responsibilities. There are comprehensive policies and procedures in place, which have recently been reviewed. Overall, people who run the setting keep most records which are generally well organised. During the inspection, several changes have been implemented to ensure that record keeping is maintained clearly across the service.

People who run the setting have not yet carried out a quality of care review of the setting as they have not been in operation for a year. People who run the setting talked about aspirations for the improvement of the setting, and know they need to consider children or parents views to help feed into the development of the service.

People who run the setting manage their teams adequately. Care staff told us that they are happy at work and enjoy working as a team to support each other. Regular supervision and appraisal take place. Monthly meetings are arranged and provide opportunities for open discussions between care staff and people who run the service. People who run the setting generally follow safe recruitment processes to safeguard children. They include references for all staff and disclosure and barring checks (DBS). However, no medical declaration of health for individual staff members was included within staff files. During the inspection, people who run the service confirmed that all health declarations are now in place. People who run the service have a clear vision for the service.

Parents are provided with information about their child's day, having a daily information sheet. People who run the setting have created an 'all about me' form for parents / carers to provide more information.



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

- Ensure details are included in all fire drill records.
- Ensure all staff are familiar and confident with setting's child protection procedures in the event of a disclosure.
- Arrange for PAT testing of all electrical equipment
- Assess and record children's development to ensure planning is purposeful for their needs.

### 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

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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<b>Ratings</b>	<b>What the ratings mean</b>
<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.

**Date Published** 22/02/2023