



Inspection Report

Resolven Building Blocks

Resolven Integrated Centre

Resolven

Neath

SA11 4AB



Date Inspection Completed

15/02/2022

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About Resolven Building Blocks

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Resolven Building Blocks
Registered places	63
Language of the service	English
Previous Care Inspectorate Wales inspection	6 November 2017
Is this a Flying Start service?	Manual Insert 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.

Summary

Children are confident, happy and enjoy their time at Resolven Building Blocks. They have a strong sense of belonging, develop positive relationships with each other and care staff.

Care staff promote children's well-being successfully. Overall, they implement policies and procedures to keep children safe. Care staff consistently implement positive behaviour strategies.

People who run the service have effective measures to ensure the environment is safe and secure. They ensure the environment meets the needs of the children. They offer a good range of age and stage appropriate resources, toys and equipment.

People who run the service have thorough policies and procedures in place. They review their service regularly and implement improvements following their reviews. People who run the service ensure staff are suitable to work with children and develop positive relationships with parents and professionals. We have identified one area for improvement in relation to Disclosure and Barring Service (DBS) certificates of the Responsible Individuals (RI's) and made three recommendations at the end of this report.

Well-being

Children are confident communicators as their wants and needs are considered. For example, older children were listened to when they did not want to paint. They can request fruit for snack, located in the room, at any time of the day. Children's opinions and interests are valued and acted on. We saw babies play with a doll during snack time, care staff placed it in a chair to eat 'snack' with the babies.

Children cope well with separation. There are transitions in place, which cater and support all individual needs successfully. Unsettled children receive support and reassurance. Children express enthusiasm and enjoyment, we saw them smile and engage with their friends and care staff. All children have a strong sense of belonging, forming positive relationships and are very familiar with routines. For example, at meal times and registration time.

Interactions and co-operation between children and care staff is positive. We saw babies happily play alongside one another. Younger children receive support from care staff, to complete an activity and older children listen to each other and talk about how they feel during a registration activity.

Children are interested in their play and learning. They have freedom of choice to take part in adult led or child led activities and can freely move between the two. We saw babies exploring a multi-sensory wall crocodile together. A group of older children successfully listened to a story, whilst other children played in the messy play area. Children are enthusiastic to show or talk about what they have been doing. One child excitedly shouted to a member of staff "*I did it, I put my shoes on by myself*", they both celebrated the success with enthusiastic praise and a high five.

Children choose from activities or take resources out to use independently. They are developing their independence skills successfully. For instance, babies are able to feed themselves. Children are learning self-care skills such as dressing themselves, wiping their noses and able to access their own drinks independently. Children receive encouragement and praise to wash and dry their hands.

Care and Development

Nearly all care staff fully understand and consistently implement policies and procedures in place at the service to keep children safe. They record children's actual times of attendance and promptly fill in accident and incident sheets when needed. Care staff have a good understanding of their responsibilities to protect children. Individual care plans are in place for children who require them and care staff know what they need to do in an emergency. They are aware of allergy information and people who run the service told us that they develop plans alongside parents if a child has allergies. Nearly all care staff implement robust cleaning and hygiene practices. Older children access toilets and wash hands with supervision prior to meal times. However, this is inconsistent for babies, as we did not see them wash hands prior to snack time. Babies have suitable rest spaces and cots and low-level beds are available for use.

Nearly all care staff fully understand the behaviour management policy and consistently implement positive behaviour management strategies. Visual time lines and calming strategies are in place to support children, with effective distraction techniques using a range of resources and equipment. Care staff use gentle tones and positive reinforcement with the children. We heard staff saying, *"You are super-duper kind, thank you"*. They lowered to a child's level, saying, *"I am sad about that"* when unwanted behaviours occur, encouraging children to say sorry. They have a strong understanding and knowledge of their children's development, which reflects on how they manage children's behaviour. Nearly all care staff are consistently responsive; they genuinely listen and respect children's views. The interactions are very positive, demonstrating warmth and kindness.

Nearly all care staff are committed to providing a broad range of play and learning activities, suitable for the age and stage of development of the children. For example, we heard care staff interacting with older children during registration time. *"Why are you happy today?"* with a child responding, *"Because mammy picked me up"*. They are engaged and interested in what children are doing, *"What you building?"* with a child replying *"A barn!"*

The planning follows the children's interests and is adaptable to meet the needs of individual children. People who run the service confirmed that all children are involved in the planning and evaluation of activities. Care staff are fully aware of children's individual development, with reviews systems in place. They successfully support and provide for children with additional needs, such as children with disabilities, and or emotional and behavioural difficulties, by adapting their approach, activities and language to suit individual children. Most care staff promote children's learning effectively. Some care staff use basic welsh when children are learning about colours and numbers.

Environment

People who run the service have worthwhile policies in place and ensure that the environment is suitably safe, secure, and well maintained indoors and outdoors. They regularly carry out safety checks on the smoke alarms and fire extinguishers. However, due to the pandemic, gas checks and PAT testing have not been maintained as regularly, as they have previously. Risk Assessments are thorough and completed regularly. As well as COVID risk assessments, people who run the service also confirmed that there are risk assessments to cover toys and activities, school runs and for individual circumstances, for example, allergies.

People who run the service ensure the environment has purposeful indoor play space for children to move freely and explore. For example, children can use a range of areas including messy areas, table top or carpet areas to carry out their play. They ensure the environment always meets nearly all the children's needs and enables them to reach their full potential. On the day of inspection, the outdoor area was not used due to the adverse weather conditions. However, care staff explained that they use the outdoor play space as often as possible. Older children were able to access the sensory/soft playroom to allow for physical and gross motor opportunities. People who run the service organise the environment well so that it provides a good range of play opportunities suitable for nearly all the age ranges cared for. Babies are able to access low-level resources; older children can access toys and resources from open shelves. They are also able to request anything that is out of reach from care staff. The service has a range of bilingual displays, which promote children's rights and values across the service. The premises are very welcoming, warm and accessible to all.

People who run the service ensure that all children can easily access a range of quality age-appropriate furniture, toys and equipment both indoors and outdoors to stimulate the children's interest and imagination. They seek support and funding to be able to meet individual needs of children, recently purchasing a hoist. Equipment is in place to support children's individual needs, which allows them to be included and integrate successfully with their peers.

Leadership and Management

The setting has three Responsible Individual's (RI's), one works closely as part of the management team to ensure a well-run service. During our inspection, not all RI's had

current Disclosure and Barring Service (DBS) certificates. Following the visit, they have taken prompt action to address this, with DBS checks instigated. While no immediate action is required, this is an area for improvement and we expect the provider to take action. The service have been inconsistent at notifying Care Inspectorate Wales (CIW) of events, such as changes in staff, as required by regulations. Following the inspection, they have ensured that all information is up to date and confirmed they will notify CIW of any future changes. People who run the service regularly review and update the setting's effective policies and implements these in practice.

There are strong procedures in place for self-evaluation of the service. In August 2021, the people who run the service reviewed their practices. The Quality of Care Review is a purposeful document that reflects the feedback collected and supports a plan that improves outcomes for children. Parents told us they are happy with the service.

People who run the service implement robust recruitment procedures, alongside a thorough and effective induction, which ensures care staff are suitable to work with children. Care staff are qualified, or working towards appropriate qualifications. They work extremely well as a team to support each other and promote children's development. People who run the service values its care staff, as regular supervisions and appraisals provide opportunities to discuss their opinions and personal development. Care staff receive extensive training and keep up-to-date with new initiatives to further their professional development, which ensures the service continues to improve. People who run the service have recently developed an 'Additional Learning Needs Panel' to be able to support and provide help to children and their families.

A huge strength of the service is the positive relationships with parents/carers and other professional bodies within the local community. There are excellent systems in place to keep parents well informed. For example, they have recently implemented an electronic app, to share children's daily information. The setting has very strong links with other professionals including physiotherapists and speech and language therapists to support children successfully. People who run the service have a positive relationship with the local school, they work together to promote a smooth transition for children.

Recommendations to meet with the National Minimum Standards

- R1. Ensure effective hygiene practices are consistent across the service.
- R2. Promote Welsh language across the service.
- R3. Ensure that all gas and PAT testing certificates and checks remain valid.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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
6	Two of the three Responsible Individuals do not have current Disclosure and Barring Service (DBS)	New

	certificates.	
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