



Inspection Report

Fast Track Childcare Solutions Ltd - Bettws Day Nursery

**Bettws Day Nursery
Bettws Road
Bridgend
CF32 8TB**



Date Inspection Completed

06/10/2022

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About Fast Track Childcare Solutions Ltd - Bettws Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Fast Track Childcare Solutions Ltd
Registered places	16
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.

<u>Well-being</u>	Good
<u>Care and Development</u>	Adequate
<u>Environment</u>	Adequate
<u>Leadership and Management</u>	Adequate

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

Summary

Children at this setting feel safe, happy and cared for. They interact well with the adults and other children around them and are beginning to develop friendships. Children enthusiastically join in with adult led activities as well as being able to follow their own interests. They have some opportunities to develop, learn and become independent, receiving positive praise when they try things for themselves.

Nearly all staff work well to keep children safe and healthy. They follow relatively good hygiene practices and nearly all are confident about what to do if there was a child protection concern. Care staff manage children's behaviour positively and use praise consistently with them. They promote play, learning and development through planning, evaluation and observations of children.

People who run the setting provide a mostly safe, secure and welcoming environment. They offer a range of resources and equipment suitable for the age and stage of the children.

People who run the setting have adequate systems in place to ensure most of the required information and documents are in place and that staff are suitable to work with children. They have developed effective relationships with parents and other professionals.

Well-being**Good**

Children have a good voice at the service. Children make choices throughout their day at the setting, for example they choose where to sit during snack time and they also choose which activities they take part in. They are able to share their views and know their choice will be respected. For example, during teatime, one child asked confidently, “*Can I have some more?*” and this was acknowledged. At the end of lunch children were able to leave the table to choose their next activity.

Children feel safe, happy and valued. They are very settled and children smile at the people around them but also look to care staff for reassurance. Children are aware of the daily routines of the service. For example, some children went to the area where their coats and shoes are stored when staff announced they could go outside.

Children interact well with each other and with the adults around them. For example, babies babbled towards staff and moved with excitement as they accessed the sensory tray and older children played together sharing resources in the role play area. Children happily play alongside each other and sit around the table during snack and lunch.

Children enjoy their play and learning. They enthusiastically join in with activities including singing and dancing. For example, two children giggled together when they made worms using play dough. Children play for an age-appropriate amount of time including during focused activities and free play. For example, children looked at a collection of Autumnal pictures and items in the sensory basket, naming and discussing the content.

Children have appropriate opportunities to develop, learn and become relatively independent. They have opportunities to take part in focused activities with staff or can follow their own interests. Children are encouraged to try things for themselves and receive praise for their efforts. For instance, older children access the toilets independently as well as the sink to wash their hands before snack time. Parents said that they could see that their children were developing while at the service.

Care and Development

Adequate

Nearly all staff work effectively to keep children safe and healthy. They follow the setting's policies and procedures and regularly remind children about safety. For example, staff reminded children about not running around indoors, "*No more running or we'll bump into one another, okay?*" Nearly all staff follow good hygiene practices including wiping tables and washing hands before food. They carry out daily risk assessments and follow a daily cleaning schedule. Nearly all staff confidently explain what to do if there was a child protection issue or an allegation against a staff member, and work appropriately to safeguard children. They are aware of children's food preferences and intolerances, communicating clearly with each other to ensure that the children are served the correct foods. All staff follow good hygiene practices when changing nappies, however the nappy changing mat needed replacing. This was done immediately following the visit.

Staff work effectively to manage children's behaviour and follow the setting's behaviour policy. They use positive reinforcement and praise with the children. For example, staff use "*Da iawn*" and "*I am so proud of you.*" Staff intervene appropriately and calmly when there is conflict between children. They encourage children to share resources with each other and show care and affection when children are upset. For instance, staff were very responsive to one child who was unhappy and gave lots of cuddles and reassurance to help the child calm down. Staff show awareness of additional learning needs and there is a policy in place in relation to this, however the policy needs updating to reflect the correct terminology.

Staff work purposefully to plan and carry out activities to develop the children's learning. They carry out some observations, however these are not always purposeful. Staff provide a daily focused activity and plan for the wider learning environment as well as allowing children to follow their interests or undertake free play. For example, staff offer a focused activity and work with small groups of children at a time, whilst others explore resources around them. Staff sit with children during snack and lunch, asking questions to the children, supporting them if needed, "*Do you want help loading it up? (spoon) Or are you okay?*"

Environment**Adequate**

People who run the setting ensure the service is safe for children. They have detailed general, premises and other risk assessments in place which they review annually. They carry out regular fire drills and undertake regular safety testing. People who run the setting provide suitable safety equipment, such as safety gates between each room. Access to the building is safe and secure, however the access gate at the entrance is left unlocked. Following the visit, the service provider confirmed a sign has been placed informing all users to close the gate. We also discussed using a lock on the gate whilst staff and children are using the outdoor area.

People who run the setting ensure that the premises are generally suitable for the care of children. They offer sufficient space for age groups. For example, there is a specific base room for babies, however there is no separate sleeping area. During the visit, young children slept in bouncers, on sleeping mats or bean bags. Following the visit, the service provider confirmed, bean bags are no longer used.

People who run the setting offer a good range of resources for children. Children can access a wide range of resources from low level storage. Displays of children's work give children the sense of pride and ownership. People who run the setting provide toys and resources suitable for age and stage of development of the children. They ensure that children can access good quality and a broad variety of appropriate toys and equipment. We saw children enjoying a range of areas including dressing up, role play, reading corner, physical play etc. The outside area has been further developed and is well resourced. Toys and equipment seen are in good condition.

Leadership and Management

Adequate

People who run the setting have a range of policies and procedures in place, however these had a review date of July 2022. Some policies needed amending to show current information/terminology. We viewed the statement of purpose at inspection and found it included the information required by regulation and the national minimum standards. However, this version needs to be added to the online service account. They keep a range of required records about the children and regularly review them. People who run the setting ensure paperwork is in place in relation to permissions. Changes have been made to permission forms in relation to sleeping arrangements following the previous inspection visit. Parents and carers are made fully aware of sleeping arrangements prior to their children starting at the setting. All records viewed in relation to medication, incidents and accidents are in place. They also keep a record of existing injuries. People who run the setting have ensured, following the inspection, that Care Inspectorate Wales are updated about changes to the service. For example, the service record truly reflects the persons in charge at the service. Daily records are in place for children, however records do not truly reflect who is caring for children at all times when staff leave the building for lunch and breaks. As a result, this is noted as an area for improvement and will be followed up in the next inspection.

People who run the setting monitor the setting purposefully. They ask for parental, staff, children and visiting professional's feedback. They use some of this information to produce an annual quality of care report. During the inspection visit, people who run the setting informed us they were in the process of collating feedback and a report will be forwarded to CIW upon completion.

During the inspection visit we viewed staff files and found not all suitability records were in place for all staff members. This was put in place immediately following the visit. People who run the setting ensure that all adults working at the setting have current DBS checks in place. However, they do not evidence purposeful supervisions and appraisals for all staff members and as a result, this is noted as an area for improvement and will be followed up in the next inspection. Staff say they feel well supported, they are able to discuss issues, access training and work together to develop their skills and practice.

People who run the setting have developed positive relationships with parents. Parents said they love the service and would recommend them to other people. They said the people who run the setting keep them updated with changes and they receive daily information about their child and their day. People who run the setting work with outside agencies and take on recommendations to improve their service.

Recommendations to meet with the National Minimum Standards

R1: Ensure policies and risk assessments are reviewed as dated

R2: Update the Special Educational Needs policy to reflect Additional Learning Needs

R3: Ensure the statement of purpose is added to your online account

R4: Tighten hygiene practice in relation to hand washing

R5: Further develop safety measures in relation to gate access

R6: Ensure observations are purposeful

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
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30	The service provider is not complaint as records do not clearly indicate which staff members are present during the day. Staff members do not sign out when leaving the building for breaks. As a result, records do not clearly evidence who was looking after children.	New
29	The provider is not compliant as not all staff members are provider regular opportunities for supervision and annual appraisals.	New
28	The provider is not compliant as not all documentation is in place for staff members within staff files.	Achieved
15	Statement of Purpose is not in line with regulations and NMS.	Achieved
7	During the visit, the person in charge was different to that recorded as a service person on the service record. We discussed this during feedback with the Responsible Individual and she stated she had been in touch with CIW in relation to this. I stated that I would need an update following feedback as the service record currently does not coincide with practice. I have contacted the provider on several occasions in relation to this and had no response.	Achieved

Ratings	What the ratings mean
Excellent	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.
Good	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.
Adequate	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.
Poor	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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