



Inspection Report

Withybush Creche

**Withybush Hospital
Fishguard Road
Haverfordwest
SA61 2PZ**



Date Inspection Completed

12/10/2023

About Withybush Creche

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Hywel Dda University Health Board
Registered places	36
Language of the service	English
Previous Care Inspectorate Wales inspection	26 November 2020
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	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.

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

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

Summary

Children are generally happy as their preferences and ideas are respected. They have a strong voice and confidently access areas and resources of interest. Interactions between children and staff are generally positive. Children enjoy the play and learning resources available to them. They develop some good opportunities to become independent.

Staff have a good understanding about child protection and safeguarding. Most staff have good knowledge and understanding of policies and procedures ensuring the health and hygiene needs are embedded in practice. Staff interact positively with children and recognise their abilities and next steps. However, there are some recommendations in relation to behaviour management, training and records.

Leaders ensure the maintenance of the premises is adequate. They ensure any potential risks are eliminated, and safety is prioritised. Leaders ensure resources are suitable and accessible for children. There is a spacious indoor and outdoor for children. However, they do not ensure that maintenance records are always available.

The provider of this setting does not ensure regulations and national minimum standards are always met in order to fully meet the needs of children. There are areas of non-compliance in relation to records, staffing ratios, supervisions and appraisals, recruitment checks and statement of purpose and other recommendations in relation to meeting the national minimum standards. There are some policies and procedures in place and a review of the quality of care has been completed. Partnerships are developing and in need of some improvement.

Children are generally happy at the setting. They have close relationships to the staff.. For example, they feel they can approach staff for comfort when needed, and younger children smile when staff sing to them. Children feel appreciated. They are happy when praised for making play dough models and others are proud that they have a sticker for going to the toilet independently. Children are listened to. They feel supported by staff who encourage and support them with their daily routines and tasks. For example, when children ask staff to help them to butter their toast.

Children have a strong voice. They ask staff for more milk which is acted upon, and those who change their minds about having water instead of milk are respected to change their minds. Children confidently help themselves to resources of interest to them, such as books, balls, musical resources and messy play resources.

In the main, children's interactions are generally positive. During lunchtime, they enjoy having a chat and tell friends they are enjoying their toast, saying "*yummy in my tummy!*" Children show consideration towards others. For example, they console their friends when they bump into each other, giving each other hugs. Children listen to prompts by staff to be polite. They say 'please' and 'thank you' during snack and lunchtime. Children listen to safety advice by staff who advise them about going down the slide safely and being careful when using scissors. There are occasions where children are not engaged in activities of interest when staff numbers are minimal, and this results in arguments and some children being upset.

Children show enjoyment in their play and learning opportunities. They enjoy playing outdoors. They feel relaxed on the swing and confidently climb the climbing frame and going down the slide. They excitedly ride bikes and play with the sand, sharing the resources with others to create moulds of numbers, shapes and make sandcastles. Younger children enjoy playing with the balls and musical toys. They laugh loudly as staff encourage them to make a tower of blocks and knock them down. They smile when staff clap to them during singing and use movement gestures to 'Incy Wincy Spider.'

Children develop good independence skills. They butter their toasts and pour their own milk. Children attempt to take their wet weather gear off independently and some receive support from staff. Children use gross and fine motor skills well during outdoor and indoor activities.

Staff generally keep children safe and healthy. They ensure all children wash their hands before eating and after they have played outdoors. Staff keep areas clean and give healthy options to children. They sanitise eating areas and foods are generally healthy and balanced options with milk and water. There are currently no hot food options at present due to not having a catering facility on site at present. Staff have a good understanding of children's dietary needs and cater for those effectively. They provide alternative meals and foods for individuals preferences and intolerances. However, there is no record of any members of staff who have completed food hygiene training. During nappy changing, staff adhere to infection prevention and control procedures, ensuring personal protective equipment (PPE) is changed and changing areas are cleaned consistently. Staff have a very good understanding of child protection and safeguarding procedures. Accidents, incidents and medication records are recorded. However, pre-existing injuries, previous medication dosages are not recorded, and signatures are not always obtained for incidents and accidents.

Generally, staff manage interactions with children in a positive way. They are caring and provide comfort to younger children and provide them with comforters and blankets to settle to sleep with ease. Staff are good role models. They encourage children to be polite when asking for resources and foods. Staff celebrate children's achievements. For example, they cheer children for completing a jigsaw puzzle and tell them "*Wow, good boy!*" However, staff do not always manage behaviour effectively when staff to child ratios are not met.

During free play, staff encourage children to be independent. For example, they encourage them to take shoes and wet weather gear off independently. Staff show children how to use the tools and cutters for playdough and encourage them to be safe with the resources. They can identify the individual needs of the children. Staff promote children's play and learning according to their interests. Staff demonstrate a good understanding of additional learning needs. They have procedures in place to ensure further support is accessed for children with additional learning needs through the local authority referrals team. Staff enhance children's language development by reading stories to them, enhancing children's vocabulary, and recognition of colours, numbers and counting. They sing Welsh and English nursery rhymes enhancing children's language and mathematical vocabulary. Planning is displayed, which is focused on children's interests and preferences. Staff record the developmental milestones of children and identify some of children's next steps learning goals.

Environment**Adequate**

Leaders ensure the environment is safe. They keep a visitors' record and check the identification badges for those visiting the setting. Leaders ensure gates and doors are secure and risk assessments are detailed and robust for indoors, outdoors, outings and car journeys. Fire drills are in place and recorded. However, leaders were unable to provide records of maintenance checks for the premises during the course of the inspection. Any hazardous cleaning substances and medicines are stored securely and kept away from children.

The environment is adequate. There are accessible and suitable toilets for children to with liquid soap and paper towels. Leaders ensure privacy and dignity is respected in all areas. Indoor areas are spacious and welcoming, and some celebration of children's artwork is displayed. Some resources are labelled and are accessible for children to access independently. The outdoor environment is accessible to children. It is spacious and provides a space for children to move around easily. The rear outdoor area is currently not in use. Leaders provide seating areas which are suitable for social gatherings at mealtimes and tabletop activities. There are suitable areas where children can rest and sleep.

Resources are suitable for the children. Indoors there are a range of resources for younger children which include building blocks, role play toys, musical toys and sensory toys. Older children have access to role play toys, construction play, playdough, paint when it is available, mark making resources, and books. However, free play resources to enhance children's creativity and curiosity are minimal. There are resources which enhance children's awareness of cultures and diversity and children's understanding of Welsh. Leaders ensure Welsh songs are playing in the background.

Leadership and Management

Poor

Since the last inspection, many recommendations and the area for improvement for the understanding of safeguarding and child protection have been implemented. However, the area for improvement for staff supervisions and appraisals is still ongoing.

Leaders have shared a statement of purpose with Care Inspectorate Wales during the course of inspection. However, the current statement of purpose does not reflect the current running of the setting. Therefore, this is an area for improvement, and we expect the provider to take action. Leaders have ensured that contracts and permissions for children are in place. However, leaders do not always ensure that they make proper provision to ensure staffing ratios are met, records are not always accurate in relation to the staff looking after children and staff breaks are not always recorded. This has an impact on the way in which staff are able supervise children during some periods of the day. This is placing people's health and well-being at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address and sustain this issue. Public liability insurance is valid. Policies and procedures are implemented in practice. However, new staff are not aware of these, and policies do not cover online safety and prevent duty in relation to radicalisation activity. Leaders do not ensure the current operational plan reflects the current running of the setting.

Prior to the inspection, leaders had completed the Self-Assessment of Service Statement (SASS) and informed CIW of some changes to the setting. The provider has not nominated a new responsible individual for the setting and has not nominated CIW of a change in person in charge. Therefore, this is an area for improvement, and we expect the provider to take action. Leaders manage their staff well from day to day as most staff are aware of their roles and responsibilities. Staff are happy in their roles and feel supported by the recently appointed person in charge, who has very recently conducted a supervision for staff and has plans to implement training for staff. However, staff appraisals have not been conducted and previous supervisions for staff had not been in place. Staff suitability checks were not in place for every member of staff. Therefore, these are areas for improvement, and we expect the provider to take action. Staff meetings are conducted and recorded. There are sufficient qualified childcare staff and first aiders at the setting. There are robust procedures for child protection and all staff are made aware of their responsibilities to protect children.

Leaders have completed a quality-of-care review document which is a good overview of the setting's improvements, and they take on board suggestions from others in order to make further improvements to the setting. They take on board suggestions from parents, staff, children and outside agencies to create goals for the future running of the setting.

Parents told Care Inspectorate Wales that staff are friendly and approachable. They are happy with the care received and feel their children are thriving. However, there is a lack of communication and feedback with parents. Partnerships with outside agencies are positive.

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
20	Leaders must make proper provision to ensure that staffing arrangements enable staff to supervise children appropriately and ensure records always accurately reflect all staff caring for children at any one time.	New

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
31	Ensure Care Inspectorate Wales is informed of any significant changes to the service	New
15	Ensure the statement of purpose is regularly reviewed and reflects a current and accurate reflection of the service provided	New
29	Ensure all staff working at the nursery receive regular supervisions and appraisals	New
28	Ensure all suitability checks are completed on all staff and files are always available for inspection	New
22	Safeguarding procedures	Achieved
22	Safeguarding policy and procedure not compliant with regulations	Achieved
	No risk assessments in place for all areas/activities.	Achieved
	Employment of Staff - no supervisions	Achieved

Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

National Minimum Standards	
Standard	Recommendation(s)
Standard 5 - Records	Ensure all incidents, accidents and pre-existing injuries are signed by staff and parents
Standard 11 - Medication	Ensure there is a record of previous medication dosages
Standard 9 - Behaviour	Ensure that positive behaviour management strategies are developed
Standard 14 - Organisation	Create an operational plan which is regularly reviewed to reflect the current running of the setting
Standard 22 - Environment	Ensure maintenance checks records are available and kept on the premises

Standard 20 - Child protection	Create policies and procedures that include 'prevent duty' and online safety.
Standard 6 - Working in partnership with parents	Ensure parents are fully informed about changes to the setting, children's progress, routines and practices.

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

Best Practice
Recommendation(s)
Ensure staff responsible for handling food have appropriate food hygiene training
Enhance and develop areas of continuous provision that promote curiosity and creativity

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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