



Inspection Report

Royal Day Care

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



Date Inspection Completed

29/07/2024

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About Royal Day Care

Type of care provided	Children's Day Care Full Day Care
Registered Provider	abc childcare services limited
Registered places	40
Language of the service	English
Previous Care Inspectorate Wales inspection	12 April 2024
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.

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

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

Summary

Children are happy and settled at the setting. They form warm relationships with their friends and adults alike. Children choose from a beneficial range of resources and activities. They have good opportunities to make choices and decisions about how they spend their time.

Staff have an appropriate understanding of their roles and responsibilities to keep children safe and healthy. They implement the setting's policies and procedures adequately. Improvements are required to ensure records of children and staff attendance are recorded accurately. Staff interact well with the children and build positive relationships with them. They are warm, kind, patient and offer reassurance when needed. They engage positively with the children, supporting their play, building their confidence.

Leaders ensure the environment is safe, clean, and secure. There are beneficial procedures in place to maintain the safety of the environment. Leaders provide a good range of toys and resources to encourage children to play and learn.

Leaders are motivated to running a quality provision and have taken sufficient steps to address nearly all areas for improvement identified at the last inspection. Suitable recruitment procedures are followed. Leaders have produced an appropriate range of policies, procedures and documentation. Staff are happy at the setting and relationships with parents are good.

Well-being

Good

Children have good opportunities to make choices and decisions about how they spend their time. They can move freely around the various play spaces available to them. They choose where and what they want to play with. We saw children building with the blocks, chatting about their models, selecting various other items from around the room to add to their structures. Children are confident to express themselves, as they know their wants, needs and moods will be listened to. For example, when children asked to go outdoors to play, they were reassured they would be able to play outdoors later that day.

Children are happy and settled at the setting, they feel valued and have a sense of belonging. The very few children who become a little upset are supported well and are soon playing happily with their friends. They are developing warm and close relationships with staff. We saw children initiate cuddles with staff members, which they responded to warmly. Children are comfortable in their surroundings and are familiar with daily routines, which help them to feel settled and confident. Children receive lots of encouragement and praise from staff for their efforts, giving them the confidence to play and learn.

Children enjoy their play and learning and are engaged in the activities on offer. They are motivated to follow their own interests. We saw a child carefully looking through the range of books available. They selected the book they wanted and spent a significant period of time looking through the pages of the book attentively. Older children interact well with each other. We saw children discussing the pictures they were drawing, one child said "*I'm making this water so beautiful,*" confidently sharing how proud they were of their artwork with their friends. Younger children are beginning to learn to co-operate and share toys and resources with each other. Children become very excited when it is their turn to go outdoors to play. We saw children playing with the bats and balls and staff demonstrating how to play hopscotch. Children confidently chat to each other and the staff as they play.

Children are supported to develop their independence skills, enabling them to do things for themselves. Children access the toilet and wash their hands competently; other children are offered support when needed. At mealtimes children competently feed themselves. Children of all ages are encouraged to help tidy up after play. This promotes children's self-help skills and builds their self-esteem.

Care and Development

Adequate

Staff have an appropriate understanding of their roles and responsibilities to keep children safe and healthy. The setting has a range of suitable policies and procedures in place which guide and outline expectations of staff. Staff understand their duty to report and record concerns and are confident in their responsibilities to implement the setting's safeguarding procedures. There are adequate procedures to record visitors and staffs' arrival and departure. However, records do not clearly identify which staff are working with which children at any given time. Records viewed identified children's times of arrival and departure at the setting are accurately recorded. However, records are not kept when children are transported by staff to and from the setting. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Staff implement appropriate procedures to support children when recording and reviewing accident, incident, and pre-existing injury forms. These are shared with parents in a timely manner. Staff administer medication and maintain records in accordance with the policy.

The setting's, in-house cook provides a wide range of freshly cooked meals and snacks, which offer balance, variety and promote healthy eating practices. Staff follow adequate procedures when dealing with children with allergies, intolerances, and preferences. Such as checking the documentation which detail which children have specific requirements prior to serving food. Staff ensure mealtimes are relaxed, social and enjoyable experiences. Staff follow good hygiene practices in line with infection control guidance, such as wiping tables before children sit down to eat and washing their hands when handling food to prevent cross contamination. They encourage children to wash their hands before eating, embedding good hygiene routines. Staff promote children's physical development and the benefits of getting out into the fresh air, through regular access to the outdoor play environment.

Staff interact well with the children and build positive relationships with them. They are warm, kind, patient and offer reassurance when needed. Staff understand the behaviour management policy. They promote positive behaviour effectively by encouraging and praising children for their efforts consistently. As a result, nearly all children follow instructions willingly, such as washing their hands and sitting down to eat at mealtimes.

Staff know the children well; they respond to individual children's needs and treat them with respect. They engage positively with the children, supporting their play, building their confidence. The setting has begun to take steps to embed the principles of the Curriculum for Wales. However, they do not promote the Welsh language. Staff complete observations and assessments which are used to inform staff to plan opportunities to support the child's developmental next steps, ensuring they are meeting the child's individual needs and following their interests.

Environment**Good**

Leaders ensure the setting is safe, clean, and secure. They have beneficial measures in place to maintain the safety of the environment. Leaders ensure emergency fire safety equipment is regularly tested and regular fire drills are carried out. Thus, ensuring staff and children know what to do in the event of a fire. There is a suitable range of risk assessments in place to maintain a safe environment. Staff complete daily checks of the outdoor play area to identify and where possible eliminate any risks to children's safety prior to accessing the area.

The environment offers good facilities to care for children. All rooms are equipped with high quality and suitably sized furniture for the age of the children. Recent changes made to the environment, support younger children to have increased movement within the setting. Children eat their meals and snacks in their individual rooms, minimising the movement across areas, extending their time to play. Children experience a wide range of play opportunities from the variety of good quality toys and resources available. For example, children's imaginative play is promoted via a collection of dressing up outfits and role play areas such as a play kitchen and a diner which has extensive supporting play resources. Older children are provided with a range of play opportunities through crafts, small building blocks, a large dolls house and access to tabletop games such as ping pong and air hockey to support their all-round development.

Resources are organised and displayed attractively. The use of some low-level shelving units, and larger storage units ensure resources are easily accessible and well organised to support children's play experiences. A sofa and soft furnishings provide older children with a comfortable space should they wish to rest or have some quiet time during the day. Babies and younger children access sleep spaces which provide a calm atmosphere and staff closely monitor sleeping children.

The outdoor play space is of a suitable size. A fence around the outdoor space offers security and privacy for children when they play. Play items such as bats, balls and skittles along with some low-level slides and a playhouse provides some choice for children. However, the outdoor play space is not set up with the same level of consideration as the indoor play spaces. Therefore, the play opportunities to meet the varying age ranges and numbers of children are not consistent.

Leadership and Management**Adequate**

Leaders are motivated to provide a quality service to the children and their families. They have taken steps to address nearly all of the previously identified non-compliances and the recommendations highlighted during the last inspection. Non-compliances which still require further improvement will remain in place for leaders' attention. A detailed statement of purpose provides parents with the relevant information about the setting, so they can make an informed choice. Leaders have adopted many of the umbrella organisations policies, procedures, and documentation, which have been tailored to reflect the setting and support the running of the service. However, the complaints policy does not contain all the required details. For example, the policy does not include all the required time scales to be followed when responding to a complaint. In addition, the settings operational plan does not include a robust contingency plan to manage unexpected staff absences. Documents such as children's contracts are signed and exchanged with parents prior to the children starting at the setting. Key information is sought to support the child's experiences at the setting such as obtaining parental consent to administer emergency first aid. Leaders are aware of their responsibilities to undertake self-evaluation procedures. They seek the views of parents, children, staff, and other professionals. As part of the process, they produce a report which reflects on the previous year alongside identifying areas for improvement for the coming year. There is a commitment to holding regular team meetings where key information is shared with staff along with opportunities for key practices to be discussed such as safeguarding.

Leaders follow suitable recruitment procedures. Staff have up to date job descriptions and contracts defining their roles and responsibilities. In general, staff are skilled and suitably experienced. Nearly all staff have completed or have individual plans in place to complete the mandatory training such as safeguarding and paediatric first aid. Some staff have also completed additional training courses such as working with babies. Nearly all staff hold or are currently working towards the required childcare qualifications. However, leaders do not ensure enough staff hold the required play work qualification in accordance with the National Minimum Standards for Regulated Childcare for children up to the age of 12 years. New staff undertake a suitable induction process. Regular beneficial supervisions and annual appraisals are carried out with staff. Leaders do not always inform Care Inspectorate Wales (CIW) of any changes to staff at the setting. Staff feel supported in their roles and enjoy working at the setting.

Staff have good relationships with parents. Parents we spoke with were highly complementary about the setting. They told us the staff are very approachable and supportive. They receive regular updates regarding their children's experiences at the setting.

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
27	The responsible individual must have regard to their statement of purpose, ensure staff hold the required qualifications, relevant training, experience and are suitably deployed at all times to maintain the health, safety and well-being of the children.	Achieved

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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A
30	The responsible individual must ensure records such as children's time of arrival and departure are accurately recorded and evidence which staff are working with which children at any given time.	Not Achieved
38	The responsible individual must ensure all fire prevention equipment is regularly tested and that staff and children are familiar with the procedures to follow in the event of an emergency when evacuating the setting.	Achieved
29	The responsible individual must ensure all staff have regular supervision and undertake an annual appraisal to ensure consistent working practices, professional development and to identify training needs.	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 4 - Meeting individual needs	Ensure the use of the Welsh language is promoted.
Standard 7 - Opportunities for play and learning	To extend the range of play opportunities and activities for children in the outside play space.
Standard 19 - Complaints	Ensure the complaints procedure complies with the Regulations.
Standard 21 - Notifications of significant events	Ensure CIW are kept informed of any changes to staff looking after children on the premises.
Standard 13 (Day	Ensure the required proportion of staff hold a qualification as

Care) - Suitable Person	recognised on the Playwork Education and Training Council for Wales.
Standard 14 - Organisation	Ensure there are robust contingency plans in place to manage unexpected staff absences.

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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