



## Care and Social Services Inspectorate Wales

### Children and Families (Wales) Measure 2010 Child Minding and Day Care (Inspection and Information for Local Authorities) (Wales) Regulations 2010 The Child Minding and Day Care (Wales) Regulations 2010

#### Inspection Report

#### Carmarthen Breakthro

Station Road  
Nantgaredig  
Carmarthen  
SA32 7LQ

**Type of Inspection – Baseline**  
**Date(s) of inspection – 14 August 2014**  
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## Summary

### About the service

Carmarthen Breakthro was registered in April 1996 to provide Out of School Care for children with special needs. At the time of inspection the setting provided care during school holidays and on Saturdays during term time. Emyr Beynon had recently taken over as the registered person for the setting and Alison Worrall was the play leader on a day to day basis.

Carmarthen Breakthro provided care in a property in Nantgaredig. The main playroom was on the ground floor and a smaller, sensory room was located on the first floor with the office. A separate 'barn' for soft play and a large outside play area were also available.

### What type of inspection was carried out?

This was a scheduled, unannounced baseline inspection that looked at the four themes: quality of life; quality of staffing; quality of leadership and management; and quality of environment.

During the visit the following methodologies were used:

- Direct observation of interaction between staff and children.
- Discussion with staff on duty.
- Inspection of documentation at the setting.

Further information for this report was gathered from:

- The setting's Statement of Purpose.
- The Quality of Care report submitted to CSSIW.
- The history of the registered setting held by CSSIW.
- The previous inspection report.

### What does the service do well?

- The setting operates a high adult to child ratio, with many children receiving one to one support.
- The setting operates throughout the year, providing continuity of care for the children.
- Parents are provided with communication books which staff members complete on a daily basis to provide parents with information about their child's time at the setting.
- The setting strives to meet the individual needs of the children attending and works with parents and other agencies to ensure that these needs can be met.
- The care provided is valued by parents, with some children attending for many years and in some cases siblings also attending.
- The children are taken out on lots of trips within the locality including beaches and parks.
- The setting has it's own mini bus

### **What has improved since the last inspection?**

- The Statement of Purpose has been updated to ensure that parents are provided with current information about the setting.
- Additional staff members have attended first aid and child protection training.
- New resources have been bought for the play room on the first floor, which is used as a sensory room, including large bean bags for the children to relax on.
- Quality of care reviews have been carried out since the last inspection and the latest report was seen.
- Monthly newsletters have been reintroduced.
- Children and staff have planted a border of wild flowers within the garden of the setting
- A new roof has been put on the barn.
- A new hoist has been purchased for the children's toilet/changing area.

### **What needs to be done to improve the service?**

No areas of non-compliance were found at the setting.

We have identified that practice could be improved if the following are put in place:

Staff should be entitled to have a break at lunchtime and it is important that they do so, whilst maintaining attention to the required child:staff ratios, according to the specific needs of the children.

We therefore drew this matter to the attention of the registered person and play leader and they must take action to address this and this will be monitored at future inspections.

## Quality of life

Children benefit from being enabled to develop and learn through play and to do so at a pace that suits the individual child as we observed the children were enabled to partake in a range of varied activities in a relaxed atmosphere. It was clear that the children were enjoying themselves and were not rushed to complete activities. We (CSSIW) saw the staff members supporting the children in their play, offering praise and encouragement appropriately. We observed further evidence of engagement in numerous activities in some of the photographs on display at the setting.

Parents can feel reassured that the children remain healthy because good health and hygiene is practised and promoted in the daily routine. There is an emphasis on healthy eating and this message has been reinforced in cookery activities within the setting. The children take their own packed lunches to the setting, which were seen to be stored in boxes containing icepacks to keep them cool. During snack time the children are offered choices ranging from toast, fruit and a variety of weakly made juices or water. Good hygiene procedures were evident during the inspection with the children being encouraged to be as independent in their toileting skills as possible but with the help and support of the staff if needed. Outdoor and physical play is an integral part of the daily routine.

Children experience warmth, attachment and belonging because they are cared for by consistent staff members. In discussion, staff showed that they knew the children in their care well. They showed genuine affection for the children and we observed children smiling and laughing and being spoken to kindly.

Children are encouraged to make choices regarding the activities they want to partake in and we observed free-play sessions where they were supported and guided by staff. We saw that there was a range of toys and resources easily accessible for the children for playing indoors, outdoors and within the barn. We viewed the children playing confidently and interacting with others in their chosen activities. Staff members responded positively to the children's requests to play with other toys and activities and were always at hand to assist in accessing these resources.

## Quality of staffing

Parents can be confident in the care of their children because staff know what their individual needs are. We saw children's records that were completed prior to admission. These records contained information about the children's medical and dietary needs, likes, dislikes and routines. We saw evidence of progress-tracking documentation in children's files and we discussed the designated worker system with the nursery manager. Staff ratio on the day of our inspection was very high with five staff members with six children. Each staff member was allocated a child or children to look after on that day to ensure that staff and children mixed socially, the staff shared their differing skills and personalities with the children and to enable all staff to have a good understanding of all of the needs within the setting. This also meant that children did not get too dependent upon one staff member, unless parents particularly requested this.

Children were cared for by competent and confident staff because all staff were suitably experienced, qualified and had been there for a number of years. We saw a chart detailing staff training courses which had been attended or which needed to be attended. Ten out of twelve staff had received First Aid and Food Hygiene training since 2012 and nine out of twelve staff had received a current Childcare Protection Certificate, since 2012. During the past year, staff had attended numerous specialist courses including fire safety, autism awareness, health and safety, fire safety, oral medication for epilepsy, and moving and handling, amongst others. Children had good interactions with the staff and felt confident in approaching them when they wanted something. We also saw the staff file for the newest member of staff which was seen to be in line with regulations. The registered person confirmed that new staff members had a period of settling in by shadowing other members of staff in their roles, being given information on health and safety, child protection and chance to look over the policies and procedures of the setting.

Children's individual needs are met because we saw that children's files contained appropriate information that enabled the staff to conduct initial assessments and to get to know the children. The children are cared for by staff members who are interested in their well being because staff demonstrated that they knew the children well and responded to each one appropriately. We observed that staff : child interaction was relaxed and friendly and suited to the child's individual stage of development. We felt that children were being encouraged to be independent wherever possible, whilst some children were seen being aided more than others due to the fact that they had specific needs. However, this was done very naturally ensuring that each child felt fully integrated whilst receiving the appropriate care and attention needed. It was evident that the children were happy, comfortable and secure with their carers because we observed that they had clearly developed trusting relationships with them.

Children benefit from care given by calm, competent staff. In the interactions that we observed, staff spoke in a calm and positive manner to the children, encouraging them in their play and skill-development. The behaviour of the six children in attendance during the inspection visit was excellent and they were positively occupied with activities throughout. We saw individual behaviour plans for the children and the staff we spoke to had a clear understanding of the needs of the children and the aims of the setting.

## Quality of leadership and management

Overall we found that the setting is led and managed by a team who are keen to provide a reliable and improving service to children and parents.

People using the service were clear about what it sets out to provide as the nursery encouraged a good working partnership with parents. New parents were welcomed into the setting. There was clearly a sharing of information and details, about the setting, information about individual children and parent's expectations. The statement of purpose and the additional information on the premises provided a good standard of information for any prospective parent to make an informed choice. This document, as well as the policies and procedures were reviewed and updated as required. The aims and values of the setting were clear and were demonstrated in all areas of the setting and in children's development. This was evidenced through discussions with the registered person, the play leader, staff and by viewing the most recent Statement of Purpose, which had been updated since the recent appointment of the registered person in June 2014.

Parents and children are actively involved in defining and measuring the quality of the service because the provider produces an annual Quality of Care Report. We saw the most recent version of this, which takes into account the views of parents and children. We saw questionnaires which had been given out to parents with a separate questionnaire on the back with symbols and pictures suitable for the children to complete. The register person confirmed that no complaints had been received at the setting since the last inspection report in October 2012.

Parents can be confident that their children are safe because the business was seen to be well run, with extra due care and attention to minimum standards and regulations. Children's safety was well supported with strong policies and procedures for safeguarding children. Accidents and incidents and medication records were maintained and it was evident through observations that safety measures were in place to ensure the safety of the children at all times. Parents were consulted and their views were considered when the setting produced its quality of care report. We evidenced that the public liability insurance and insurance for the setting's minibus were in place and the registered person reassured us that regular fire drills were carried out with the children. We evidenced fire blankets and extinguishers clearly on display as well as smoke detectors and a clearly marked assembly point at the far corner of the garden belonging to the setting. Risk assessments were seen to be in place for each child covering risks inside the building, outside the building and for trips outside of the grounds of the setting. The registered person confirmed that these were regularly updated.

Children experienced an improving service which they and their parents can rely upon. The improvements made since the last focussed inspection in August 2012 show that the staff remain committed and motivated in providing good practice for the children attending the nursery. There is good evidence that improvements have been identified, carried out and sustained over time. The registered person informed us that, although most of their funding came from the local council, the setting was in the middle of applying for a grant from Children in Need and one from CK stores, which were allocating money to local charities. We were also told by the registered person that A fundraising Ladies Charity Night had been held at the end of June, a Summer Fayre was

due to be held this weekend and preparations for this were clearly seen by us during our inspection and other fund raising events had been held and were being planned for the future.

## Quality of environment

Children feel valued by the environment which was seen to reinforce a sense of identity and personal worth because the setting was in good decorative order, with recent examples of children's work on display and interesting activities both indoors and outside available to encourage children's involvement. Children enjoyed the service in an environment that made excellent use of space, including outdoor play areas which provided the children with enjoyable and challenging experiences, which helped them to develop their knowledge, skills and understanding. The setting had a range of resources and equipment, which were continually reviewed, kept in good order and were appropriate for the age and development of the children. This contributed well to the development of children's individuality, confidence and self-esteem. Children's craft work and displays of work, along with displayed photographs, helped to provide a welcoming and stimulating environment. Staff showed great awareness of the children's individual capabilities.

Children benefitted from being able to play with others and develop relationships in communal areas and yet had their own private space should they need it. The children were able to move confidently from one activity to another and from one play area to another. The room downstairs was seen to be open plan with large bean bags for listening to or reading stories or relaxing, a television area, tables for activities and a secured kitchen area, purely for the use of the staff. Children had direct access to the garden via a porch on the front of the building and the play leader confirmed that outdoor play sessions were incorporated into the daily routine, which we saw at the time of our inspection. The outdoor play areas offered the children excellent opportunities for physical play and for discovering the natural world around them. The outdoor area consisted of an assortment of play equipment to encourage the development of large motor skills and there was plenty of space to run, kick a ball and ride the trikes in a secure area. The garden areas were seen to be supervised whenever the children were playing in them and attention had been given to safety as was evident through discussions and observations at the time of the inspection visit. It was apparent through observations that the children were thoroughly happy when playing outdoors.

Children benefitted from the range of facilities and equipment provided to meet their particular needs and which were safe because of good maintenance. This was seen during the inspection as the children had access to furniture, equipment, toys and materials that were appropriate and suitable for their needs. There were sufficient resources to provide stimulating activities and play opportunities for the children in all areas of play, learning and development. The registered person confirmed that the toys were regularly rotated and systems were in place for their cleaning and maintenance.

Parents can be assured that their children are safe and secure at the nursery, because we observed a range of safety and security procedures. We entered the grounds of the setting through a locked gate, signed a visitor's book on arrival and could only gain access to the building by being greeted by a member of staff. We saw individual risk assessments for each child in different areas, a list of children with allergies or special diets clearly displayed on the wall in the kitchen, adequate supervision of children during the whole of the inspection visit and on the day of the inspection the minimum staff : child ratio was exceeded. Examination of accident and incident records showed that they are completed thoroughly and parents countersign them to show that they have been informed of what's happened.

**How we inspect and report on services** We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focussed inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.