Childcare Inspection Report on

Little Steps Childcare Centre Ltd

Ysgol Bro Tawe
Ffordd Yr Afon Ystradgynlais
Swansea
SA9 1BU

Date Inspection Completed
05/04/2019
Description of the service

Little Steps Childcare Centre (Ystradgynlais) Ltd registered in August 2016 and can provide care for up to 51 children. It provides care from self-contained rooms located within Bro Tawe Primary School in Ystradgynlais and caters for children between the ages of birth to 11 years of age. Opening hours are between 7.30am and 6pm, Monday to Friday. The responsible individual (RI) for the service is Karen Jones. The person in charge (PIC) of the service on a day-to-day basis was Tracey Morgan but has recently been replaced by Lucy Lord. The service is working towards the ‘Active Offer’ in relation to the Welsh language as many staff are bilingual.

Summary

1. Overall assessment

   This was a focused inspection that only looked at issues raised in a concern in relation to care and development and leadership and management. A full, joint inspection had been undertaken a few months prior; all themes were reflected upon as part of the last inspection and will be considered at the next full inspection.

   Overall, we found that children were settled, happy and stimulated. Staff follow policies and procedures and provide warm and nurturing care. However, leaders do not always follow their complaints procedure or keep sufficient records to evidence any investigation that they have undertaken.

2. Improvements

   Since the last inspection, the person in charge had been made supernumerary at all times and was not included in the staffing ratios. All staff had also benefitted from an appraisal meeting with the responsible individual.

3. Requirements and recommendations

   We found that the provider had not yet met compliance in relation to the regulatory breaches identified in the last inspection. This related to staff files and supervision of staff.
1. Well-being

Summary
We did not consider all aspects of children’s well-being as this inspection focused on issues raised in a concern. This will be considered fully at the next inspection.

Children are very settled and happy because they form good bonds with staff and their needs are met. They enjoy participating in different forms of play and exploring the toys and resources.

Our findings
Children have choice and are therefore able to make independent decisions based on their thoughts, preferences, needs and interests. For example, children chose how to spend their time. One child sat on the floor and looked at picture book whilst others played ‘peek-a-boo’ with the mirror or played with the cars. Babies had a choice of fruit or breadsticks to eat such as chopped pear and satsuma segments to eat at snack time. When one child ate very little of their lunch they received an alternative. All children had plenty of time to finish and were not rushed so were able to eat at their own pace. At lunchtime, a few children followed their own routine as they slept through lunch and their food was kept for them on waking so that they could eat when they were ready.

Children are content and settled as they are engaged and interested in the toys, resources and activities that are available to them. After finishing snack the children moved into the play area. They immediately walked or crawled away to explore and spent time happily playing with teddy bears, rattles and the play kitchen. They listened intently when staff sang to them and the older children were excited when they went outside to play.
2. Care and Development

Summary

We did not consider all aspects of care and development as this inspection focused on issues raised in a concern. This will be considered fully at the next inspection.

Staff are kind, caring and nurturing towards the children and are attentive to children’s individual needs. They successfully follow policies and procedures to keep children safe and healthy.

Our finding

Staff know, understand and meet the children’s individual needs. This is because they know the children’s needs well and provide attentive care. Discussions with staff showed that they had a good understanding of children’s allergies, routines and preferences and that they were sensitive to how children were feeling. For example, one child had not wanted to go down for a nap at their normal time and staff took into account their feelings and followed the child’s cues. When the child became sleepy later on, staff rocked the child to sleep and sang to them which helped them to settle.

Staff appropriately follow infection control procedures and the nursery’s nappy changing policy. We observed the nappy changing routine which showed that staff wore disposable gloves and aprons and changed them between each child. They wiped the mats with antibacterial spray following use. This helped to minimise the risk of cross-infection. Staff recorded details about the changes on the children’s individual feedback sheets which were provided to parents. Additionally, they recorded information about each routine change on a newly-introduced record which was retained by the service as evidence of the routine that they had followed. Staff had also recorded on this sheet any extra changes that they had undertaken of children.
3. Environment

Summary

We did not consider the environment as this inspection focused on issues raised in a concern. This will be considered fully at the next inspection.
4. Leadership and Management

Summary

We did not consider all aspects of leadership and management as this inspection focused on issues raised in a concern. This will be considered fully at the next inspection.

Our findings

Leadership at this service is developing. This is because leaders do not routinely ensure that they fully implement the service’s policies and procedures. We reviewed the complaints policy and procedure and found that this was not always followed. Whilst parents’ concerns had been suitably logged when the matter was raised, subsequent steps in the procedure for handling such issues had not been adhered to.

Leaders ensure that children are appropriately supervised as staffing ratios are met and the person in charge is supernumerary to allow her to undertake management duties. We saw that an appropriate number of staff were on duty to care for the children who were present. The manager was not included in the staffing ratios and this allowed her time to manage staff and undertake necessary duties. As she had been newly appointed and was new to the role, she spent some time being mentored and guided by a manager from the responsible individual’s other service to enable her to develop her skills and support her to introduce effective systems.
5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

Regulation 28 – Staff files. This is because references and disclosure barring checks (DBS) had not been obtained prior to two staff members starting work. We found during this visit that the service remained non-compliant as not all of the checks had yet been received.

Regulation 29 – supervision. This is because leaders had not undertaken regular supervision of staff. We found that although all staff had benefitted from an appraisal with the responsible individual, supervision sessions had not yet been implemented.

5.2 Recommendations for improvement

We recommended that:

- records are kept to show the investigation that has taken place when a parent raises issues or concerns; and

- leaders ensure that they follow their complaints procedure.
6. **How we undertook this inspection**

7. This inspection was undertaken by one inspector on 5 April 2019 over the course of two and a half hours and took place to look at issues raised in a concern. These related to care and development and leadership and management of the service. As part of this inspection:

- we made general observations of the interactions between the staff and the children attending the service;
- we spoke to staff members working for the service and spoke to them about care practices;
- we viewed records and documents including: nappy changing records and policy, complaints policy and procedures, a sample of staff files and appraisal records.
- we performed a visual inspection of the rooms some of the areas used by the service.

Further information about what we do can be found on our website:
[www.careinspectorate.wales](http://www.careinspectorate.wales)
8. **About the service**

| Type of care provided       | Children’s Day Care  
<table>
<thead>
<tr>
<th></th>
<th>Full Day Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible Individual</td>
<td>Karen Jones</td>
</tr>
<tr>
<td>Person in charge</td>
<td>Lucy Lord</td>
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<tr>
<td>Registered maximum number of places</td>
<td>51</td>
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<tr>
<td>Age range of children</td>
<td>0 to 11 years</td>
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<tr>
<td>Opening hours</td>
<td>7.30am to 6pm, Monday to Friday.</td>
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<tr>
<td>Operating Language of the service</td>
<td>English</td>
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<tr>
<td>Date of previous Care Inspectorate Wales inspection</td>
<td>19 February 2019</td>
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<tr>
<td>Dates of this inspection visit(s)</td>
<td>5 April 2019</td>
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<tr>
<td>Is this a Flying Start service?</td>
<td>No</td>
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<tr>
<td>Is early years education for three and four year olds provided at the service?</td>
<td>Yes</td>
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<tr>
<td>Does this service provide the Welsh Language active offer?</td>
<td>This is a service that is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.</td>
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**Additional Information:**

The current person in charge was appointed shortly before the inspection took place and replaced the previous PIC, Tracey Morgan.

Date Published – Thursday, 30 May 2019