

## 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

Cwtsh Y Clos  
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Danyrallt  
Llanarthne  
Carmarthen  
SA32 8JX

Type of Inspection – Baseline  
Date(s) of inspection – Monday, 12 January 2015  
Date of publication – Tuesday, 03 March 2015

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## Summary

### About the service

Cwtch y Clos was registered in August 2014 to provide full day care for up to nineteen children under eight years of age at any given time. The nursery is located in an old farm building that has been redeveloped on a farm outside the rural village of Llanarthne. Because of the location, considerable emphasis is placed on animals, nature and the environment. Welsh is the nursery's main language.

Gwenllian Davies is the registered individual and she is also the person in charge.

### What type of inspection was carried out?

This was an unscheduled baseline inspection, which looked at all four of the quality themes. The inspection was conducted on 12 January 2015. Four children, the person in charge and two members of staff were present during the inspection. The report is based on the following:

- The statement of purpose
- Observing the interaction between staff and children
- Discussions held with the registered individual and members of staff during the visit
- Looking at the regulatory records

Two children were also observed during play using the Short Observation Framework for Inspection (SOFI) tool. This tool enables inspectors to observe and record life from a child's perspective; how they spend their time, activities, interaction with others and the type of support they receive.

### What does the service do well?

The qualified staff ratio is greater than that required by the National Minimum Standards. Almost every member of staff have up-to-date and valid first aid certificates, food hygiene certificates and safeguarding children certificates.

Parents are informed about what their children do at the nursery through daily diaries, and information posted on the nursery's website and Facebook page.

### What has improved since the last inspection?

Not applicable because this is the first inspection.

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

No examples of non-compliance were noted.

## Quality Of Life

In general, we (CSSIW) saw that the care provided at the nursery was welcoming, warm and stimulating, and that the children were safe, happy and comfortable with their carers and their environment. The children enjoyed a variety of experiences, both indoor and outdoor, which contribute to their emotional, physical, social, linguistic and creative development.

We saw that children were busy, they had plenty to do and they were stimulated because the members of staff planned a variety of interesting and age-appropriate activities. We saw activity plans, pictures and examples of craftwork which served as evidence of the activities on offer. Elmer the Elephant is the current theme and the children were clearly enthralled as they listened to the story and talked about their friends. Throughout our visit, the children were busy playing and we saw that they were enthusiastic and lively when role-playing in the Wendy house, painting and playing on the farm. The torches were very popular and the staff took advantage of the opportunity to introduce new vocabulary, including 'bright', 'small' and 'large'. Although we did not observe any outdoor play, it is clear that the nursery places significant emphasis on this and the children could remember that rabbits lived in the holes in the field as they looked at the pictures. Emphasis is also placed on planting plants and trees.

Parents can be confident that the staff listen to their children and appreciate their opinions, because we saw a good mix of activities led by children and adults and the members of staff regularly asked for the opinion of the children. We heard members of staff regularly asking the children what they wanted to play next and their wishes were respected. There were plenty of resources available to allow the children to make their own decisions.

We saw that the children benefited from good health and hygiene practices because healthy eating is promoted and emphasis is placed on the outdoors and the natural world. We saw the children washing their hands before eating and the staff dressed appropriately in order to reduce the risk of cross-contamination. We were told that the food safety department had visited the nursery and that they had unofficially heard that they had been awarded a five star rating. Snack time was a social event which saw the children talking animatedly to each other as they enjoyed their toast and fruit.

The children feel warmth, attachment and a sense of belonging because they receive care from consistent and enthusiastic staff. We saw the staff acting fondly towards the children in their care and they responded warmly when the children were unhappy or tired, offering them comfort and a cuddle. Some of the children even asked for a cuddle. The staff sat with the children and we saw them encouraging and praising them appropriately. The atmosphere at the nursery was lovely and homely.

## Quality Of Staffing

We saw that the children received care from a qualified and experienced team of staff who do their best to provide a safe learning environment for the children in their care and who clearly enjoy their work.

The children receive care based on the latest information about child development and childcare practices, because some members of staff are qualified to Level 3 and above, while the person in charge is studying for a degree in the Early Years. . We saw that the members of staff attend regular training courses and there was evidence of this in their files. Almost every member of staff have up-to-date and valid first aid certificates, food hygiene certificates and safeguarding children certificates. Most members of staff had worked in childcare for several years.

We saw that the children's individual needs were acknowledged and met because the staff were enthusiastic and knew them well. For example, they realised that one child was not ready to go to sleep at her usual time so she was allowed to rejoin the group and continue playing. When they tried to put her to sleep for the second time the members of staff understood what the problem was – the child was now able to sit up in the cot and therefore she was put in a pram and she fell asleep in no time. Staff received relevant information about the children before they started attending the nursery and they monitored their development regularly. We saw members of staff working together effectively and showed competence and warmth when interacting with the children and encouraging them to develop new skills.

We saw care being provided in a relaxed and unhurried manner because the members of staff gave the children their attention, but also stepped back on occasion to allow the children to play independently and with their friends. Members of staff sat at the same level as the children and talked to them in a friendly and informal way. Staff showed an interest in what the children had to say and encouraged them to talk by extending the discussions and singing to them. We saw children being hugged and comforted, and any problems were dealt with calmly and punctually. The atmosphere was friendly and relaxed, and the staff led by example and encouraged courtesy, respect and consideration amongst the children.

The children's self-respect is promoted because positive methods are used to control behaviour, including praising and encouraging the children, as outlined in their policy. The children's behaviour was controlled in a positive and calm way; the staff reminded them to be kind and to share the toys with each other. We saw the staff praising the children when they completed a task or when they helped to tidy up. The children were confident and comfortable with the staff.

## Quality Of Leadership and Management

We saw that the nursery operated in an organised manner, and managed effectively, and that effective administrative and management systems are in place. The nursery has a clear vision and the registered individual and the staff are eager to ensure that the nursery succeeds. Because the nursery had only been open for a few months, they had not completed a care quality review although the registered individual was aware of her duties.

Parents are given all the information they need to make an informed choice about using the service because the welcome pack includes the statement of purpose, a summary of the nursery's policies, the contract, and the relevant registration and consent forms. There was additional information available at the setting, including certificates and general information about childcare. The nursery's website and Facebook page are used to share information with parents. The daily diaries were also filled and shared with parents.

The children's needs are fulfilled by suitable carers because the registered individual had received all the information that was required by the regulations when recruiting staff and volunteers. We saw the files of the three latest members of staff and all the required information had been collected. We saw evidence of induction records and staff meetings, and arrangements were in place to implement annual appraisals.

Parents can be confident that the nursery is well run and effectively planned, because the nursery's records and regulatory records are maintained to a high standard. The records were clear, up-to-date and safely stored. We saw a sample of the following records during the visit and they all conformed to the regulations and were well-organised – the register, children's registration forms, parental contracts and consent forms, and accident and medication forms. The nursery group has valid public accountability insurance and the certificate was displayed in the building.

Parents can rest assured that any safeguarding issues that come to light are given appropriate attention, because we saw that the nursery has a policy in place and that every member of staff has received the relevant training and understand their responsibilities.

## Quality Of The Environment

We saw that the children are cared for in a warm, comfortable and colourful environment. The building is new and is therefore very suitable for childcare. The design of the nursery allows the children to play independently and the children can be separated according to their age because there are separate play areas available. There is a wide range of high quality toys and equipment available that encourages their general development. The nursery has an interesting and pleasant outdoor play area. Personal information is protected appropriately and confidentiality is maintained because all the personal documents are kept under lock in the office.

The environment is stimulating to the children because the nursery has been decorated with examples of their paintings and educational posters, and appropriately-sized furniture is available for the children as well as a wide range of appropriate toys and colourful resources. The children benefit from a light and airy environment because plenty of natural light flooded the room through the windows. The nursery is clean and the staff had good hygiene routines. Quiet areas were provided to maintain individual sleep patterns.

The children's well-being is promoted because they are provided with a variety of toys, resources and equipment that are appropriate to their learning needs. We saw that the children had a choice of play areas that included good quality resources where they could play happily with appropriate toys and equipment which helped their general development. The design of the nursery allowed the children to play independently and we saw them help themselves to toys and resources from the boxes which were labelled and within their reach.

Parents can rest assured that their children are safe when attending the nursery group, because there is a system in place to control access to the site; the main entrance is kept locked and the staff ask to see proof of identification from every visitor. The nursery kept a record of visitors. Risk assessments were in place and fire drills were implemented. We saw safety gates in the nursery and the staff showed good awareness as they made sure that they locked the gate when they went upstairs or when they went to answer the door.

## 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.

- **Focused 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 focused 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.

