

## 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

Red Balwn Coch  
Circle Way East  
Llanedeyrn  
Cardiff  
CF23 9PZ

Type of Inspection – Focused  
Date(s) of inspection – Monday, 26 January 2015  
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## Summary

### About the service

Red Balwn Coch is registered to provide full day care for up to 48 children between the ages of six weeks and five years. It is situated just off the Circle Way East Road, in the Llanedeyrn area of Cardiff. The premises consist of a large house which has been adapted for use as a nursery and a demountable room which is situated in the garden at the rear. The babies are based in the ground floor rooms of the house and the older toddlers and pre-school children are based in the rooms on the upper storey. The nursery provides wrap around care for pre- school children who attend local state nurseries. Some of these children attend a Welsh medium primary school and are offered wrap around care through the medium of Welsh in the demountable room. The nursery is open from Monday to Friday between the hours of 7.45am and 6:00pm. The person in charge (PiC) is Stephanie Mayy Hindley Morris.

### What type of inspection was carried out?

This was a scheduled, unannounced, focussed inspection which looked mainly at the quality of life theme.

Evidence for this report came from:

- observation of child care practices and routines at the setting
- observations of the interactions between staff and children
- discussion with the PiC and other staff
- a brief visual check of the premises
- sampling of documentation and records.

### What does the service do well?

The Nursery benefits from a highly trained and well qualified staff. The Pic is qualified at level 5 in child care and management and also has ILM 4. The room managers are also studying at level 5. The nursery offers a bilingual service through the medium of Welsh and English and 90% of the staff are fluent Welsh speakers. The RI is a qualified educational psychologist and teacher and takes an active part in the running of the Nursery.

### What has improved since the last inspection?

- the nursery has produced a new staff induction booklet
- all the nursery's policies have been reviewed and updated
- the nursery has introduced a language and play framework to encourage the development of home/school links
- musical instruments have been purchased as an additional resource to develop an awareness of cultural diversity.

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

No issues of non-compliance were identified at this inspection. The following good practice areas were discussed:

- staff should date displays on base room walls so that it is clear to which weeks they refer
- the identification of children with additional dietary requirements could be further developed by using a colour coding system and a photograph of the child
- the identification of the child's next steps in learning should be included in the staff's observations of the children's development
- planning of activities in the Welsh medium pre-school base room should allow for the introduction of a broader vocabulary of Welsh words and phrases to reflect the children's growing fluency in the language.
- clearly identify key workers and their groups so that parents/carers know who is responsible for their care.

## Quality Of Life

Overall, we (CSSIW) saw that the children played happily and appeared at ease. They were provide with a good range of activities which allowed them to make their own choices both indoors and outside.

Children are encouraged to speak and express themselves as the nursery has made it clear that their opinions are valued. Staff reported that circle time takes place daily and that the children's opinions are sought and respected. The children's opinions were also seen recorded in the staff's observations on the children's development. We saw that the children were able to chat easily to the staff in both English and Welsh according to their wishes and abilities as the nursery has recruited some staff who are fluent Welsh speakers. We observed that staff took time to listen and chat to the children about their experiences and activities. One child spoke excitedly about seeing a fire engine at school that morning. The staff paused to listen to his account and asked questions to prompt him which helped to develop his language.

The children's needs are met through appropriate observations and planning. Planning is undertaken termly and weekly and the setting has recently begun to include home/school tasks in its planning. We saw that planning in the baby room was in line with the birth to three matters curriculum and that planning in both pre -school rooms was in line with the foundation phase curriculum. However, the planning in each needed to be dated as it was difficult to see to which week it referred. The planning for both pre-school rooms was identical as staff reported that they collaborate in the planning. However, staff need to take care when planning to take in to account that the Welsh medium pre-school room children are already proficient in basic Welsh phrases and vocabulary. These children need opportunities to extend their vocabulary and this should be identified in the planning.

We also noted that although the staff were keeping detailed observations of the children's development the next steps they needed to take to further their development were not indicated. We discussed this with the PiC who reported that this was already under consideration at the setting and that they were also considering developing a developmental checklist for inclusion in the children's files. This would ensure that developmental progress could be monitored and maintained.

Children experience consistent and responsive care because they are cared for by staff who know them well. The nursery requires that all parents provide the nursery with detailed information about the children before they begin attending. We saw that the babies' daily routines were clearly displayed in the babies' room so that staff had detailed information readily to hand. Children's allergies and food preferences were also detailed on a board in the dining area. We discussed with the PiC ways in which this information could be made clearer by the use of photographic identification or a colour coding system. Staff reported that all the rooms had allocated key workers to the children's groups so that the children and their families could experience continuity of care and form close relationships with the staff. However it was difficult to identify the key workers

and their groups as they were not prominently on display. This meant that parents/carers could not see who was responsible for their child. We discussed this with the PiC who said she would ensure that the relevant information was put on display at the earliest opportunity.

Children experience warmth and attachment because the staff take a genuine interest in the children and demonstrated this in conversation. We saw that one of the babies fell asleep in the quiet corner, the room leader picked him up gently and nursed him before taking him to the sleep room. She reported that Mum had told her that morning that he had spent a restless night and could be teething. Staff sat and chatted with the older children as they ate their lunch. When children arrived from the morning pick up the children greeted them and they all talked excitedly about what they planned to do that afternoon and it was clear that firm friendships had been formed.

## Quality Of Staffing

This inspection focussed on the quality of life theme and the outcomes for children. CSSIW did not consider it necessary to look in detail at the quality of staffing theme in any depth on this occasion. This will be looked at in more detail during future inspections.

However we noted that children's self-esteem is promoted by the staff as the nursery has a policy of encouraging a positive approach to behaviour management. We saw that this policy was clearly displayed in every base room and that staff had demonstrated in discussion a good knowledge of how it was to be implemented. We heard the staff praising the children often for such good behaviours as listening, sharing and helping to tidy up.

## Quality Of Leadership and Management

This inspection focussed on the quality of life theme and the outcomes for children. CSSIW did not consider it necessary to look in detail at the quality of leadership and management theme in any depth on this occasion. This will be looked at in more detail during future inspections.

However, we noted that children and parents who use the service are actively involved in defining and measuring the quality of the service as the PIC sought their views and opinions. We were able to see evidence of this displayed in the entrance to the setting where the opinions of both children and parents on such matters as the menu and equipment on offer were on view. These were then reported to be taken into account in the future planning of the nursery.

## Quality Of The Environment

This inspection focussed on the quality of life theme and the outcomes for children. CSSIW did not consider it necessary to look in detail at the quality of the environment theme in any depth on this occasion. This will be looked at in more detail during future inspections.

## 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. Focused 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.

