



## Inspection Report

**Marshfield Monkeys**

**Castleton Village Hall  
Marshfield Road  
Castleton  
Cardiff  
CF3 2UW**



**Date Inspection Completed**

05/11/2024

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## About Marshfield Monkeys

Type of care provided	Children's Day Care Full Day Care
Registered Person	Natasha Sullivan
Registered places	56
Language of the service	English
Previous Care Inspectorate Wales inspection	13 February 2020
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

<u><a href="#">Well-being</a></u>	<b>Good</b>
<u><a href="#">Care and Development</a></u>	<b>Good</b>
<u><a href="#">Environment</a></u>	<b>Good</b>
<u><a href="#">Leadership and Management</a></u>	<b>Good</b>

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

### **Summary**

Children are happy and settle well. They are listened to, and their views are taken into account. All children engage in activities of their choosing and are free to develop their play independently and in collaboration with their peers. They have opportunities to develop independence skills through a wide range of activities.

Staff are well qualified, professional and have a good understanding of how to keep children safe and healthy. They are responsive and respect the children in their care and the decisions they make. Staff have a good understanding of children's individual needs and this helps to ensure that those needs are well met.

The environment is clean, welcoming and suitably organised. Staff follow procedures to ensure the environment is safe and appropriate. The outdoor play area is secure and provides children with lots of varied opportunities for physical activities. Indoors, resources are stored at low level enabling children to access them independently. Resources are of a good quality, provided in suitable quantities.

Managers provide sound and pro-active leadership, and this ensures a reliable, high quality service for children and parents. The management team has a clear vision for the service and shares this with staff. Managers support staff well, providing good development opportunities to keep their skills and knowledge up to date. There are good policies, procedures and records in place. Parents are very complimentary and speak highly of the staff and the care their children receive.

Children have choice, and a strong voice in this setting. They move freely around their play space, making choices and decisions about what they want to play with. They are well aware of their daily routines, helping them feel confident in their surroundings. Children have good opportunities to express themselves and talk about the things that are important to them. They join in enthusiastically with activities and are confident to express their opinions because they know care staff will listen to them. Children's likes and requests influence the activities that are provided.

Children feel safe, happy and valued at the setting. They develop warm relationships with other children and staff. For example, two children delighted in making funny shapes in playdough together, and laughed and giggled at each other. Children approach care staff spontaneously to seek reassurance or support and enjoy receiving praise and recognition for their efforts. We saw children laughing and smiling as staff joined in with their play. Children are confident to explore the play space, bringing out resources as they wish.

Children co-operate, take turns and share, and they are developing sensitivity to the emotions of others. They demonstrate a good understanding of what is expected of them whilst they are at the setting. Children are learning to negotiate their play and some of the older children are learning to play co-operatively. Children enjoy the praise they receive for positive behaviour, and they interact well with staff and other children. They are developing a sense of right and wrong and are becoming self-disciplined. For example, when making a circle for singing, a child stumbled over another already seated. The child was most concerned they might have hurt the other child, took them by the shoulder, looked at them sincerely and apologised.

Children are interested and excited in the play-based activities on offer to them. Children are active and curious. They are happy and confident to move between activities freely, but also sustain interest in activities of their choosing. Three children rushed to the sand tray when we went outdoors and exclaimed "Look at the jewels, we've found jewels" in their imaginary play. Toy tools were brought out and three other children went around together "fixing" things. They chatted about what they were doing, "We're the builders", and smiled as they played. All children are happy and well engaged.

Children are encouraged to be very independent, and they develop skills as a natural part of the routine of the day. They can access most resources freely because they are displayed for children, allowing them to extend and develop their play themselves as they wish. We saw children happily playing independently of staff, who allowed them the space to explore and progress their own play. They join in well with group times, joining in with singing and action songs, clearly developing skills.

## Care and Development

Good

Staff are very successful in their roles. They are clear about their responsibilities and have good knowledge of how to keep children safe and healthy. They speak confidently about safeguarding procedures and know managers will be responsive to any concerns they raise. Procedures for recording the administering of medication, accidents, incidents and existing injuries are effective. Managers monitor these closely to identify any trends which may need to be acted on to safeguard children. Meals and snacks are provided from home during the day. Staff are very supportive in encouraging children to try their foods and discussing the importance so they aren't hungry later. The menu of food provided for after school care is not balanced in line with current Welsh Government guidance. Staff provide access to fresh air and physical exercise; time outdoors for play is included every day and valued highly.

Staff work very well together to support and promote children's social interactions and behaviour. They are good, positive role models for children in their care, treating each other and children with respect and kindness. Staff take time to give clear instructions and explain what is expected. Staff are encouraging of children's effort and praise this. Staff have a calm manner when managing behaviour.

Staff provide a nurturing and caring environment in which children's play and well-being are well promoted. Staff have a relaxed, happy and caring nature when interacting with the children. They have a good understanding of the children, their likes and dislikes, and this helps to ensure their care is responsive. The staff group are keen to ensure they are good facilitators of play and development. They are very considerate of the children's views and conscious to give the young children options and choices and to allow them to express themselves. Staff engage well with small groups of children during play, meaning children can interact with them and staff can effectively and sensitively support their play and development. Staff plan a selection of activities for each day based on upcoming events and children's interests. Children are able to access these as they wish. Free choice, child-led play is also included. This approach helps to ensure there are always sufficient activities for children to choose from as well as being reactive to the children's developing interests. The Welsh language is included in the provision through incidental phrases and instructions from staff and signage. Staff have attended training to help them in supporting children's Welsh language development. Children with additional learning needs (ALN) are well supported by staff. They work collaboratively with external agencies and the ALN lead has attended training in the new ALN framework. Parents reported "*I would wholeheartedly recommend Marshfield Monkeys to anyone. Particularly for children who may have ALN needs. The setting always promotes inclusivity and this is super important*".

## Environment

Good

Managers and staff ensure the environment is safe and secure for children. They ask all visitors to sign in and out of the building. All staff are responsible for ensuring good hygiene throughout the day. They also complete daily safety checks to identify, and where possible, eliminate any risks to children's safety. They undertake fire drills with children regularly and record these appropriately. Managers ensure insurance certificates are up to date, as well as routine safety checks for the building and appliances, such as fire safety equipment. They keep up to date thorough risk assessments for the setting.

Managers and staff maintain the environment appropriately and provide a welcoming, child friendly space, which is suitable for the age of the children cared for. They provide child-sized tables and chairs for children to do activities. They store an appropriate selection of resources at low levels allowing children to access them independently, supporting their free choice. The indoor play space is interesting and appealing, without being overwhelming to children. Children's work is displayed and valued, and this gives children a sense of belonging. The outdoors is very well developed in the limited space available, and provides good opportunities for children. It is well utilised and we saw the children enjoy the resources made available to them outside. The Person in Charge explained that they have rearranged the room in recent weeks to encourage better free flow and engagement for the children, which she feels has been of benefit. Additionally, they have just begun introducing some aspects of the Curiosity Approach, such as adding fresh flowers in a vase in the role play corner, and the children have loved it and been respectful of them.

Leaders ensure children have access to a wide range of good quality resources and the layout promotes children's independence well. Children are free to choose their activities in a calm and well-organised space. There are sufficient resources such as art and craft materials for children to have good variety and free choice. Some natural resources and real-life items are available, such as pine cones and sticks, amongst other things. Books are available in both English and Welsh.

## Leadership and Management

Good

Managers are skilled and experienced, and manage the service to a high standard. There is a clear vision for the setting, reflected in the statement of purpose. There are clear policies and procedures which reflect the setting and current practice. Staff work consistently in line with these to support the smooth running of the setting. Operational records contain the necessary information. Records of children's information are complete. Managers employ an appropriate number of suitably qualified and experienced staff to care for the children. Managers have high expectations of staff and support and challenge them to do their best.

Children and parents benefit from a service which is committed to improving outcomes for children and families. Managers have undertaken a thorough quality of care review, the report of which details what the setting does well and an action plan of what they want to improve. Managers undertake this review annually as required, and take into account the views of children, parents, staff and outside agencies such as local authority advisory staff. Managers work hard to ensure that they deliver high quality care.

Managers are effective in overseeing staff, managing their time and prioritising activities responsively to ensure that children's needs are met in a timely manner. We observed staff to be well organised, and the resulting relaxed care environment has a positive impact on the children's mood and their interactions. Staff confirmed they enjoy working at the setting and feel passionately about the service they provide for children and families. Robust recruitment procedures ensure that suitable staff are employed to work with children. Mandatory training is kept up to date and staff benefit from additional development training and the managers commitment to their continuing professional development. Staff receive regular supervisions and appraisals to reflect on their practice. Staff confirmed that they feel supported and know they can approach managers if needed.

Positive relationships with parents and the community are valued highly at this setting. Staff told us that the relationships they build with parents are at the heart of the service they provide and are vital to making positive impacts for children. They are very keen to ensure that parents feel they can approach them at any time, and work very hard to ensure the relationships are always based in trust and openness, with the child at the centre. Parents are very complimentary about the service and they were confident in the care their children receive. They reported that staff are very friendly and approachable. They ensure parents are kept informed of their child's day at handover, and parents told us they felt they had all the information they needed to make an informed choice about using the service. They reported *"Knowing our child is well cared for and supported in this setting means everything and I cannot thank them enough for all the care for our child and the family support they have given us over the years"*.



### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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

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	N/A

	inspection	
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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)
	No NMS Recommendations were identified at this inspection

Ratings	What the ratings mean
<b>Excellent</b>	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.
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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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**Date Published** 31/12/2024