



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

Westend Playgroup

St Francis Millenium Centre
Park Road
Barry
CF62 6NX

Type of Inspection – 19 June 2014
Date(s) of inspection – Baseline
Date of publication – 21 August 2014

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Summary

About the service

Westend Playgroup is an English medium playgroup operating in a Community Centre in Barry. It is registered to provide day care for 28 children aged 2-5 years. It runs 9.15am to 12.00pm Monday to Friday during term time only. Ceri Limbrick is the Registered Person and Person in Charge of the group.

What type of inspection was carried out?

This inspection was a scheduled, unannounced, baseline inspection looking at the four quality themes. Information for this report was gathered from:

- Discussion with the Registered Person and staff
- observation of the operation of the setting, activities provided and care practices
- viewing a sample of records maintained, policies and procedures
- seven questionnaires received from parents
- three questionnaires received from staff.

What does the service do well?

- The Registered Person is receptive to and acts on advice from other professionals
- the Registered Person has maintained a consistent staff group
- the principles of the Foundation Phase are embedded in the operation of the setting
- the group is committed to supporting children with additional needs and has an effective SENCO system in operation.

What has improved since the last inspection?

- An additional member of staff has been employed to ensure the setting can always meet the best practice recommendations in relation to numbers and qualifications of staff
- the setting has achieved the Gold Healthy Snack Award
- the setting is currently taking part in the Healthy and Sustainable Pre School Award.

What needs to be done to improve the service?

No issues of non compliance were noted. However, a Nappy Changing policy should be developed and a record maintained of who has changed individual nappies. Additionally, the Registered Person should ensure that the constitution for the setting allows her to be the sole Registered Person on behalf of the committee and clarify her role on the committee. A list of committee members should be forwarded to CSSIW.

Quality of life

Overall, we (CSSIW) found that children receive very good care, learning and play experiences.

Children have choice. We observed that most of the session was free play with a very wide range of equipment and activities for children to choose from. Children could use the dressing up clothes if they wanted to and we saw them undertake other play opportunities whilst still dressed up which they clearly enjoyed. Staff provided meaningful support for activities. Staff regularly asked children if they wanted a different activity and children clearly knew what equipment was available.

Children are happy, confident and feel safe within the playgroup. This is because we found that children's wellbeing was at the heart of this service and children know what to expect because sessions are well structured and organised. We saw children were happy and freely approached staff, asking questions and showing pride in their achievements. This demonstrates that children feel secure and are comfortable in staff's care. A child with identified additional communication needs was supported by a one to one worker who clearly understood what support the child required and provided it effectively.

Children have good opportunities to learn, follow their interests and develop skills. This is because activities followed the Foundation Phase Principles and planning and observations show staff provided a good balance of freely chosen and adult-led activities designed to promote learning in all areas of the curriculum. This included a climbing frame, painting area, role play in the form of a hospital area, dressing up, books, various mark-making materials, construction toys, shape games and a sand tray with shells, bugs and magnifying glasses. Children were fully engaged and enjoyed the different learning experiences on offer. The outdoor play area was also used and children enjoyed the many resources available.

Children experience a sense of achievement. In the free play times we saw children engaging in activities of their own making and they clearly felt a sense of achievement, which was reinforced by praise from staff. Instances of these included children joining in with an activity, sharing a toy, giving out plates for snack, singing and helping to tidy up.

Children feel valued and an important member of the playgroup. This is because staff throughout the session interacted and engaged effectively with all the children. We observed a child arriving late. Staff welcomed him and had discussion about his visit to his new school, engaging other children to join in ensured he settled quickly. We saw children actively seek out their friends to play. At the end of the session children practised activities for their sports day. Groups of children took turns to take part in an egg and spoon race and a baton race. Children were cheered on and applauded and praised for their efforts by other children and staff. They were clearly pleased with their own efforts and the response from their peers.

Children are encouraged to speak and express themselves in English but we observed staff use incidental Welsh on numerous occasions throughout the morning. This included during circle time, activities and various daily routines. Consequently, children were able to follow simple instructions, count and name numerous colours in Welsh.

Quality of staffing

Overall, we found that the group is staffed by an appropriate number of qualified and competent people who are knowledgeable and confident in their role. It was evident that most staff had worked in the group for many years and were clearly confident in their roles and worked on their own initiative.

Children are cared for by familiar staff. This is because there had been little change in core staff since the last inspection. We saw that the children were very familiar with the staff and that staff clearly knew the children well. The Registered Person said that, although a key worker system is in place, all staff contribute to the children's care. The key worker maintains observations and assessment records as well as links with the parent.

Children receive responsive care because staff were warm and sensitive to the needs of the children. We saw that some children came spontaneously to sit on the laps of staff during singing and story time and were picked up and cuddled by staff. We saw that staff chatted to the children and supported their play. Staff were attentive, recognising if a child needed extra support to do an activity or if they needed to use the toilet or have their nose wiped.

The staff team provide safe care. This is because all staff had undertaken training in child protection. Discussion with the Registered Person and staff evidenced that they fully understood their role in this area and were confident about the policies in place and the action to follow should they have any concerns about a child's safety or welfare. We discussed the need to develop a nappy changing policy and ensure that a record is maintained of who changed individual nappies.

Children's behaviour was managed in a way that promotes their welfare and supports their development. This was because children generally understood the rules of the group and responded to staff requests and staff were clear regarding the Behaviour Management Policy. Any issues were managed positively, with minor disagreements handled sensitively. We observed children being encouraged to share toys and equipment and be respectful of each other. One child was reminded that their feet were 'kind feet' and not to be used for kicking. Children were effectively supported with difficult feelings such as minor disagreements, waiting their turn and becoming upset.

Quality of leadership and management

Overall, we found the setting was well managed, staff were clearly aware of their roles and the Registered Person guided the session appropriately.

Parent's expectations about what the service says it provides is matched by their experience. There was a comprehensive Statement of Purpose for the setting. We were told that parents receive copies of the group's policies and procedures so that they are suitably informed. Parent questionnaires said they were happy with the information they received regarding the setting and were happy with the service provided for their children.

Parents using the service can be confident that the provision is well run through good leadership and because due regard is paid to the National Minimum Standards and Regulations. We inspected records maintained by the group and found them to be well maintained and up to date. We found records for children contained all the required information and contracts were in place with the parents. Staff files were well organised and the Registered Person confirmed her understanding of the Regulations in relation to the recruitment and employment of staff. Records were stored securely in a locked cupboard.

People are involved in defining and measuring the quality of the service. We saw that the Registered Person had developed a comprehensive system for reviewing the quality of the service provided by the group. This included how they had sought the views of parents and children attending. The report of the review was comprehensive with summaries of their views and action taken as well as visual graphs. The service is registered the Environmental Health Department and the Fire Service and inspected as per their inspection schedules. The setting is also a member of the Wales Pre School Learning Alliance. The Registered Person was receptive to advice, agreeing to put in place any recommendations that we discussed.

Quality of environment

Overall, we found the premises and equipment suitable for the provision of the service offered.

Children find the environment welcoming and comfortable. One playroom is a large hall and another is a smaller room. The floor had a hard, washable surface, but carpets, cushions and play mats had been put down to make areas more comfortable for children to relax and rest. The room was sufficiently warm and there were windows providing natural light. Staff had put notice boards in the foyer and playrooms that displayed children's work and also supported the current activity theme. These displays highlight children's achievements and also provide information to parents.

Children generally find it easy to do things for themselves. We saw that children were able to access a good range of toys and equipment independently. However, due to the layout of the building, children have to be escorted to the toilet and to access their coats. The Registered Person said that she was aware that children's coat hooks were too high for children to easily access them but she had asked that they are lowered during the time that the group is closed over the summer period. The outdoor area is not freely accessible to the children and they are supervised to use it. However, we saw that when they were outside they could freely access a good range of equipment and toys.

Parents can be assured that their children are safe because staff demonstrated a good understanding of safety matters. We saw that the external door was kept locked and that a bell was used to alert staff to open the door. The Registered Person said that the risk assessments and Fire Risk Assessment for the building are kept under review and any issues are acted upon. As the building is used by other users, a daily risk assessment of the indoor and outdoor areas is undertaken. The Registered Person said that she liaises with the owners of the building and could confirm that all necessary maintenance certificates for the fire, electric and gas systems at the premises were up to date. This was supported by documentation we viewed. The Registered Person said they are registered with the Environmental Health Department and had received a 5* rating. One staff member held a current Food Hygiene certificate.

Parents can be confident that in the event of an emergency, staff would know what to do. There was a procedure displayed outlining what action would be taken in the event of a fire. Records evidenced that fire drills had been carried out on a termly basis to ensure staff and children are familiar with the procedure.

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.