



## Inspection Report

**Cool Kids Playgroup Rising 4s**

**St Marys School  
Lea Road  
Wrexham  
LL13 7NA**



**Date Inspection Completed**

19/01/2021

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## About Cool Kids Playgroup Rising 4s

Type of care provided	Childrens Day Care Full Day Care
Registered Person	Mary-Anna O'Connell
Registered places	52
Language of the service	English
Previous Care Inspectorate Wales inspection	March 7 2018
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	<b>This is a service that does not provide an 'Active Offer' of the Welsh Language. It does not anticipate, identify or meet the Welsh language needs of children who use, or intend to use the service. We recommend that the service provider considers the Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh Language in social care.'</b>

## Summary

***“This is an inspection undertaken during the Covid 19 pandemic, therefore we have focused on the priority areas for this setting and not the full quality framework.”***

Children have some control over how they spend their time and express their needs appropriately. Most children are settled and develop positive relationships with staff and each other. Children can develop some independence, however this could be improved by having more resources made freely available and accessible. Staff keep children safe and healthy and provide suitable care but interactions could be developed with older children. Some planning is in place to ensure children are provided with suitable activities. The environment is spacious enough for children to play safely. Certain areas are shabby and in need of reorganisation and redecoration to encourage children be more inspired. People who run the service do not always follow National Minimum Standards in relation to having a supernumerary person in charge. The outcome for children is they are not always being supervised appropriately. Staff have regular opportunities to speak with the people who run the service and most of the training needs of staff are kept up to date.

## Well-being

***“This is an inspection undertaken during the Covid 19 pandemic, therefore we have focused on the priority areas for this setting and not the full quality framework.”***

Children have some say in how they spend their time and the activities they do. The younger children can choose from a range of activities and are generally able to move around the different areas freely. However, older children have limited choices.

Children are generally happy and settled. They enjoy being with other children and have formed positive friendships. Most children form some bonds of affection with staff and will approach them for support. However, older children would benefit from having more communication with staff to encourage and support their curiosity.

Children generally interact well with each other. They behave well and understand some of the rules. Children played together cooperatively. For example, two children happily played together with the doll's house.

Children enjoy some of their play and learning. They are generally occupied but are not always able to follow their interests due to the lack of resources available and where they are stored. For example, the majority of older children chose to sit together on the soft furnishing rather than take part in the limited amount of activities made available to them.

Children have some opportunities to be independent. They can access toilet facilities themselves and are able to store and access their belongings independently. Limited resources are available for children to access themselves so they can choose what they want to play with.

## Care and Development

***“This is an inspection undertaken during the Covid 19 pandemic, therefore we have focused on the priority areas for this setting and not the full quality framework.”***

Staff follow some appropriate procedures to keep children healthy and safe. For example, most food and drink seen was healthy. Staff generally understand safeguarding and know it is their responsibility to protect children. However, staff did not know the correct procedure to follow if there was a concern against the people who run the service.

Staff are caring and some interact appropriately with the children. We saw some staff displaying no engagement with the older children. They generally stood back and watched them. This resulted in some children not being inspired or encouraged to choose and take part in an activity.

Children’s individual needs are sometimes met but this is inconsistent because the requirement for a supernumerary manager is not always followed. This results in staff having to complete other tasks as well as care for the children. Some planning is in place to help ensure children are provided with some suitable activities to help them learn and develop. However, older children would benefit from being more involved in the planning to help ensure their interests are considered.

## Environment

***“This is an inspection undertaken during the Covid 19 pandemic, therefore we have focused on the priority areas for this setting and not the full quality framework.”***

People who run the service ensure staff follow some appropriate measures to keep children safe. Some extra hygiene practices have been implemented to help minimise the spread of Covid-19. Hand washing and sanitising has been increased. For example, children were asked to wash their hands when they arrived at the service and staff sanitised their hands regularly.

People who run the service provide children with a selection of toys and equipment that are generally appropriate. Staff provide suitably sized chairs and tables, and ensure there is appropriate furniture and equipment for eating and playing. However, some areas are shabby and in need of redecoration. For example, in the room used by older children, the blinds are broken and the carpet ripped.

Some toys and resources interest the children and keep them engaged. However, some activities are not matched well enough to children’s interest levels or stages of development. Older children could not access a suitable amount of resources freely and there was a lack of planned or adult led activities that would have supported the children’s curiosity.

## Leadership and Management

***“This is an inspection undertaken during the Covid 19 pandemic, therefore we have focused on the priority areas for this setting and not the full quality framework.”***

The statement of purpose meets requirements, enabling parents to make an informed decision before using the service. People who run the service are hardworking but they try to fulfil too many roles, resulting in some regulations and national minimum standards not being followed. Most policies and procedures inspected contained the required information and were up to date. However, the safeguarding policy needs more information about procedures staff should follow should there be an allegation made against the person in charge.

People who run the service do not manage staff effectively. Issues raised at previous inspections have not been addressed and continue to be an issue. This places children’s health, safety and well-being at risk. For example, there are periods of time when there is no supernumerary person in charge. This negatively affects children’s well-being because during these times, they are not available to complete managerial tasks, resulting in staff being taken away from their caring responsibilities to complete other tasks. This area for improvement now requires priority action. We have not inspected staff files but staff confirmed they receive regular supervision meetings, feel supported and are encouraged to attend training courses.

### Areas for improvement and action at, or since the previous inspection

The registered person had not ensured there was a supernumerary manager. The registered person must provide CIW with documents to evidence there is a manager that is not included in the ratios.

Regulation 14 (1)  
Regulation 29 (3) (a)  
Regulation 16 (1)

**Achieved**  
**Achieved**

The Registered Persons had not ensured that all employees who look after relevant children receive appropriate supervision. The registered person must provide CIW with documents to evidence that staff are receiving regular supervision.

Regulation 16 (2) (a)

**Achieved**

The Registered Person had not made suitable arrangements to establish and maintain a system for monitoring, reviewing and improving the quality of care given to children. The registered person must provide CIW with documents to evidence there is a system in place for monitoring the quality of care at least annually and this must consider the views of parent, children and staff.

Regulation 16 (2) (b) [i]  
Regulation 16 (2) (b) [ii]  
Regulation 16 (2) (b) [iv]

Where providers fail to improve and take action we may escalate the matter by issuing a priority action (non-compliance) notice.

### Areas where immediate action is required

The registered persons had not ensured there was a supernumerary manager. The registered persons must provide evidence to CIW that the manager is supernumerary, at all times, and that this person is not included in the ratios.

Regulation 14 (1)

We found poor outcomes for people, and / or risk to people's wellbeing, which is likely to continue if no action is taken. Therefore, we have issued a priority action (non-compliance) notice and expect the provider to take immediate steps to address this and make improvements.

### Areas where improvement is required

None	
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### Recommendations to meet with the National Minimum Standards

R1: To create a more inspiring environment that encourages and supports children's play, learning and curiosity.

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R2: To ensure a range of appropriate and interesting resources that will support their play are made available, especially for older children, and store them so they can be accessed freely.

R3: To include the procedure for staff to follow should they have safeguarding concerns that involve the people who run the service in the safeguarding policy.

**Date Published** 18/02/2021



## **Care Inspectorate Wales**

### **Children and Families (Wales) Measure 2010**

### **Child Minding and Day Care (Wales) Regulations 2010**

### **Regulation and Inspection of Social Care (Wales) Act 2016**

## **Non Compliance Notice**

### **Childrens Day Care**

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

**The issuing of this notice is a serious matter. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with its enforcement policy.**

Further advice and information is available on our website  
[www.careinspectorate.wales](http://www.careinspectorate.wales)

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Date of publication: 17/02/2021

<b>Leadership and Management</b>	<b>Our Ref: NONCO-00010168-BBSL</b>
<b>Non-compliance identified at this inspection</b>	
<b>Timescale for completion</b>	<b>31/03/21</b>
<b>Description of non-compliance/Action to be taken</b>	<b>Regulation number</b>
The registered persons had not ensured there was a supernumerary manager. The registered persons must provide evidence to CIW that the manager is supernumerary, at all times, and that this person is not included in the ratios.	14 (1)
<b>Evidence</b>	
<ul style="list-style-type: none"> <li>- The registered persons are not compliant with regulation 14 (1) .</li> <li>- This is because they do not have a supernumerary manager available at all times.</li> <li>- We completed a site inspection on 30 November 2020. We found the manger/RP was counted in the ratio's. This resulted in them not being able to complete managerial tasks and supervise the children sufficiently.</li> <li>- The impact on people using the service is that because the manager is not readily available at all times, staff are over stretched and may not be able to provide sufficient care and support to the children.</li> </ul>	