



Inspection Report

Ty Du Playgroup

**St Johns Crescent
Rogerstone
Newport
NP10 9FL**



Date Inspection Completed

22/05/2023

About Ty Du Playgroup

Type of care provided	Children's Day Care Full Day Care
Registered Person	Deborah Lucas
Registered places	25
Language of the service	English
Previous Care Inspectorate Wales inspection	30 March 2022
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Welsh Government © Crown copyright 2023.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

Summary

As this was a focused inspection, we have not considered all themes in full.

Children are settled and express enjoyment and enthusiasm while at the setting. They are happy and relaxed in their relationships with staff. Children behave kindly and considerately towards their friends and staff members. Children have regular exercise and fresh air and highly value the time they spend outdoors, engaged in active play. They have many opportunities to develop skills for independence.

Staff are caring and interact well with children. They understand how to keep children safe and healthy through appropriate hygiene procedures. Managers need to make improvements regarding knowledge and procedures relating to safeguarding.

Managers and staff members ensure the environment is secure. Children have sufficient space to play. Since our inspection visit, managers have made improvements to the maintenance of the building to ensure that regulations are met and it is safe for children.

Management of the service is inconsistent. Since our last inspection, managers have made some positive changes, but they still need to make further improvements to ensure compliance with regulations.

Well-being

Children make choices freely and make their requests to adults through verbal and non-verbal methods. They are happy and confident to communicate their needs and they have opportunities to make decisions. We heard children suggesting songs to sing when asked and observed a child leading a staff member to a storage unit to request a resource.

Most children are reassured by familiar routines. Several children take great delight in their involvement in this through setting out cushions for registration, saying "*Let's make a circle*". They look relaxed when they move around the setting. If unsettled on arrival, they take comfort from staff members and calm quickly.

Children interact and play kindly together. They share resources thoughtfully and understand the importance of taking turns. Children are happy to remind their friends of rules to keep them all safe. For example, we heard a child telling their friend "*No bikes, remember?*" when they went to take one into the outdoor playhouse.

Children enjoy the resources and activities available to them. They use resources in a way that interests them, for example riding down a gentle slope on bikes and scooters with one child starting the races with an excited "*Ready, steady, go!*"

Children have regular opportunities to develop their independence. Some children join in with tidying resources away. Most children respond well to encouragement to open their own water bottles. Many know when they need to wash their hands and why, "*I've got germs on my hands*". All children wash their hands independently or with guidance.

Care and Development

As this was a focused inspection, we have not considered this theme in full.

Staff build good relationships with children and know their individual needs well. They demonstrate good hygiene and infection control through cleaning tables before food. Some staff we spoke to were confident regarding their role in protecting children, but others lacked confidence and were not aware of their responsibilities to raise concerns with external agencies. There is a safeguarding policy in place, but this does not refer to latest procedures and has insufficient detail. We observed staff members taking photographs of children on their personal devices which puts children at risk. We have therefore issued a priority action notice in relation to safeguarding procedures and we expect the provider to take immediate action.

Staff interactions with each other and children are respectful. They know the children and their needs well and give praise and encouragement appropriately to enhance children's well-being.

There is a behaviour management policy in place. At our inspection visit, it did not outline actions for dealing with unwanted behaviour. Since our visit, managers have updated this document and it now meets regulatory requirements. We saw no evidence of staff having undertaken behaviour management training.

Environment

As this was a focused inspection, we have not considered this theme in full.

Children benefit from access to an attractive outdoor space and two adjoining playrooms inside the building. Managers and staff ensure there is hot water and soap available. We identified hazards relating to the door between the two playrooms which managers and staff had not mitigated.

At our last inspection on 30 March 2022, we identified that the required electrical safety certificate had not been obtained. At this inspection visit, managers confirmed this had still not been obtained. This is a regulatory breach. However, since our inspection visit, managers have provided Care Inspectorate Wales with evidence that electrical safety testing has been carried out and the electrical system within the building meets the required standards.

Leadership and Management

As this was a focused inspection, we have not considered this theme in full.

Managers have made some improvements to practises since our last inspection. However further improvements are needed to ensure compliance with regulations. Managers have not informed Care Inspectorate Wales of two staff changes since our last inspection. Managers do not ensure all staff members have received annual appraisals and regular supervisions. These are areas for improvement and we expect the provider to take action.

During our inspection visit, managers confirmed they had not received references for one member of staff. This is a regulatory breach that was highlighted during the previous inspection. However, since the inspection visit, they have obtained these and they now hold the required references for all members of staff. The area for improvement has therefore been closed.

All managers and staff members have up-to-date Disclosure and Barring Service (DBS) checks in place and new staff members undergo a formal induction process.

Managers have devised a complaints policy, but this does not include information on concurrent investigation.

The service's statement of purpose is not up-to-date and thus parents are receiving incorrect information regarding the service provided.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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
20	The provider needs to ensure the setting's safeguarding policy reflects current procedures and guidance and all staff are fully aware of these procedures. The provider needs to ensure photographs are obtained and stored appropriately.	New
25	The provider needs to ensure that an electrical safety check is completed for children's safety and updated every 5 years. The provider needs to ensure that doors are risk assessed.	Achieved

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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A
31	The provider needs to inform CIW of any staff changes and changes to operating hours within 14 days.	Not Achieved
29	The provider needs to ensure all staff receive regular supervision and annual appraisals.	Not Achieved
28	The provider needs to obtain sufficient references for all staff including apprentices.	Achieved
23	The provider needs to ensure that methods for dealing with unwanted behaviour are set out in the setting's behaviour management policy. The provider needs to ensure that all staff are trained in behaviour management.	Achieved
37	No hot water was available for children to wash their hands in the children's wash basins. Ensure hot water is always available for children to wash their hands.	Achieved
6	No up to date Disclosure Barring and Service checks were in place for the RI or PIC. Ensure Disclosure Barring and Service checks are renewed in a timely manner for all staff.	Achieved

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)

Standard 19 - Complaints	Review and update the complaints policy.
Standard 9 - Behaviour	Staff to undertake behaviour management training.
Standard 24 - Safety	Risk assess all doors within the premises.

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 18/07/2023