



## Inspection Report

**Woodland Imps Playgroup**

**Mynydd Isa Community Centre  
Mercia Drive  
Mold  
CH7 6UH**



**Date Inspection Completed**

19/07/2023

## About Woodland Imps Playgroup

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Woodland Imps Playgroup
Registered places	17
Language of the service	English
Previous Care Inspectorate Wales inspection	31 March 2023
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	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.

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

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

## **Summary**

Children settle well and enjoy their play and learning opportunities. They are happy and confident in their surroundings and join in with others appropriately. Children benefit from continuous interactions from staff due to good adult to child ratios. Their experiences promote their all-round development, confidence, and independence.

Staff provide a good level of care which keeps children safe. They promote a healthy lifestyle, promoting handwashing, healthy snacks and by walking children to and from school. Staff meet children's needs well. They interact with children when playing, provide support when needed and encourage social skills. Welsh is promoted as a second language using songs and simple questions and responses.

The environment is generally safe and secure, with a suitable amount of room in which children can play and learn. Those who run the setting do however have difficulty maintaining the outdoor play area during periods when it is not in use. Since the last inspection new resources and a willingness of staff to promote more outdoor play when the weather is good, has led to some improvement. Children did not play outdoors during this inspection.

Those who run the setting manage the day to day running appropriately. Most records, policies and procedures are organised and maintained, but some improvements are still needed. Notifications are not always sent to Care Inspectorate Wales (CIW) when changes occur at the setting. Processes to review the Quality of Care consider parents' views and those who run the setting plan for improvements to move the setting forward. Feedback was requested from staff and parents; however, no responses were received.

Children have opportunities to make some choices about where and what they play with. They happily move around their playroom choosing toys to play with but must ask to play outdoors. Children are confident communicators and benefit from the good staff to child ratios which enables them to chat to staff throughout the session as they play.

Children settle well. When arriving back from school they confidently join in with their friends and chose an activity, favourite toys are used to settle those with additional needs. Children are familiar with the snack and lunchtime routines; they are relaxed and happy in their surroundings and chat happily with staff about what they have done at school and what is happening at home.

Children learn to co-operate and respect each other, their toys and equipment. They play together nicely, sharing the space and toys appropriately for their age and stage of development. They confidently draw staff into their play and were confident enough to take the inspector by the hand to show them what they were doing.

Children have suitable opportunities to develop, learn and use their imagination. They are supported by staff who play alongside them and have the freedom to lead their own play. Children are familiar with the resources available and ask for additional resources when needed. They particularly like to paint at the easel, and complete art and craft activities with staff. They have indoor water and sand trays and space to run around.

Children have some opportunities to develop their independence. They are unable to use the toilet and handwashing facilities independently as they need to be accompanied when leaving the playroom. Children have packed lunches and ask staff to help them open packets. Children select toys and learning resources independently from storage units in each learning area well and are happy to put things away when asked to do so.

## Care and Development

Good

Staff implement the settings policies and procedures appropriately to ensure children are safe. Those running the setting complete accident, incident, and medication records appropriately. However, they must always record the details of visitors to the setting and consider their suitability. Those running the setting have a safeguarding policy which has been reviewed and identifies a designated safeguarding lead who should be approached in the event of any concerns. Staff who have been at the setting for more than three months have updated their safeguarding training. Those who run the setting are aware of the changes in The National Minimum Standards regarding First Aid qualifications. There are currently a suitable number of staff with the 12-hour qualification, remaining staff have a basic paediatric emergency first aid qualification.

Staff interact with care and warmth. They sit with children at tables or on the floor to join in with their play and learning experiences and genuinely show interest in what they are doing. Staff make snack and mealtimes a sociable occasion, sitting at the table with children. This allows conversations to take place freely. Staff implement the behaviour management policy appropriately and listen to what the children have to say when for example they are asked to share or take turns. They use strategies to distract children and to guide them onto other activities when they become restless. Staff use plenty of praise and encouragement and are very aware of children's individual needs. They consider children's stage of development and can respond correctly.

Staff meet children's learning needs well, responding to them positively and providing them with suitable resources and activities to support and develop their play and learning. They know the children well and set out activities they know the children are likely to enjoy playing with. Staff plan well basing activities on the children's interests which are displayed on an ideas board and within children's profiles, as well as providing a continuous provision. Staff are beginning to record the progress made by children in line with the new curriculum in Wales and keep detailed records of observations and the next steps in all children's learning. Staff benefit from the involvement and encouragement of the early entitlement team assisting in the provision of funded places for three-year-olds. Staff use some incidental Welsh, sing Welsh songs, and use simple words and phrases to help children become familiar with the Welsh language.

**Environment****Adequate**

Those running the setting ensure the premises are reasonably secure and satisfactorily maintained. They have installed a bell and a bolt to increase security. The attendance of children and staff are recorded appropriately, and visitors are required to sign in on arrival. However, there have been concerns raised with Care Inspectorate Wales in relation to visitors at the setting. The setting operates from shared premises and those responsible have some arrangements in place to keep children safe when using toilet facilities and when members of the public access the community kitchen. A wide safety gate is used in the playroom to prevent children from approaching the fire doors and accessing the outdoors freely. The current fire risk assessment does not consider fully the impact of having this barrier in place. No fire drill records were available for the last four years as they have been misplaced since the previous inspection. Whilst there are risk assessments in place which were seen at a previous inspection, they were not available at the time of this inspection and not all risks to children had been addressed. For example, a water butt is situated between the playroom and outdoor play area and was brought to the attention of those running the setting at a previous inspection as the lid is not secure.

Those running the setting ensure the indoor play environment is suitably decorated, bright and reasonable clean. Staff have well laid out learning areas such as construction, a home corner, reading den, water, and sand play. The outdoor play area is secure, with an additional gate in place to contain the children in this area. The outdoor play area is suitably resourced and is gradually being improved as funding becomes available. This area is still not being used to its full potential even though suitable resources to promote outdoor play in all weathers have been provided, and intervention from the early entitlement team due to and following priority action notices being issued at the previous inspection.

The premises are suitably welcoming, however there is little information displayed in prominent positions for parents to see.

## Leadership and Management

Adequate

Those who run the setting are aware of their role and responsibilities however they do not consistently comply with regulations or the National Minimum Standards (NMS). They have some vision and communicate their willingness to move the setting forward and succeed in making improvements to the environment for example, however there is little impact on the children's well-being because resources and the outdoor play area are then not used to their full potential. Those who run the setting fail to notify CIW of staff and committee/trustee changes at the setting and to provide documents they claim to have such as fire risk assessments, which were requested during this and a previous inspection. Contracts with parents had not been signed by the responsible individual to show they agreed with their terms and conditions. There is a suitable statement of purpose which reflects the current service offered, however updated versions are not consistently forwarded to CIW following changes. Policies and procedures are implemented well by staff.

Those who run the setting have completed an annual quality of care review. Improvements identified were in line with priority action notices issued at recent inspections in relation to focusing on outdoor play.

Those who run the setting manage staff appropriately. There are opportunities for staff to discuss issues during formal supervision and appraisal meetings with a committee member who is a childcare practitioner. No staff questionnaires were received, however staff present indicated they are happy with the level of support they receive. A staff training matrix shows staff training opportunities are suitably monitored. The responsible individual is responsible for ensuring DBS checks are maintained for all staff. The staff files of new staff contained all required information.

Those who run the setting and staff keep parents informed about their child's day. Information including some policies and procedures for parents, should be displayed in a prominent position. Such information should include names and contact details for those who may need to be contacted. Those who run the setting work with outside agencies when needed, to help support children with additional needs. The Local Authority Early Entitlement team work closely with staff, advising them on how to improve children's experiences. CIW received no feedback from parents during the inspection, however phone calls were made to some parents prior to the inspection when following up their concerns and during very recent focus inspections to follow up non-compliance. Generally, parents seemed happy with the care of their child.

### 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
20	Ensure all visitors to the playgroup during operating hours are suitable to be on the premises, and that the date, their personal details, reason for visit, arrival and departure times are recorded. Ensure children are appropriately supervised if relatives/ friends / members of the public who are using the community centre facilities, are engaging with children across safety gates. Ensure parents are made aware and give their permission for their child to engage in an activity where a visitor/s to the setting will be present.	New
38	Ensure a full fire risk assessment is completed annually and if needed the responsible individual should consult with their local Fire Officer on matters for which they need advice. Regular fire drills must be completed with children at suitable intervals so as they, and those caring for them, are made aware of the procedure to be followed in the case of fire or of	New



	any other emergency where they may need to evacuate the building;	
31	Ensure CIW are made aware using online notifications, of staff intending to leave the playgroup and those being employed. CIW must also be notified of any change in the committee/ board of trustees. An updated statement of purpose must be forwarded with any notification of changes at the playgroup.	Not 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
20	Ensure children regularly have opportunities to play outdoors. Where possible, children should be able to choose when they go outdoors to play.	New

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 24 - Safety	Ensure the use of the safety barrier by the main door of the playroom is included in the setting's fire risk assessment.
Standard 24 - Safety	Ensure children cannot access water stored in water butts.
Standard 2 - The Contract	Ensure all contracts and registration documents are signed and dated by the responsible individual, to evidence they have been agreed with parents.

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

<b>Best Practice</b>
Recommendation(s)
Ensure more natural, sustainable and authentic resources are introduced into learning areas.
To prominently display posters and relevant policies and procedures in order to inform parents/carers and visiting professionals of those persons responsible for safeguarding, and responding to concerns and complaints at the playgroup. Details should include the names and contact details for the Local Authority Safeguarding Team, the regional CIW office, safeguarding lead at the playgroup, the responsible individual, person in charge and current committee/trustee members.

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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