



Inspection Report

Croesyceiliog Playgroup

**The Annexe
Woodland Road Social Centre
Croesyceiliog
Cwmbran
NP44 2DZ**



Date Inspection Completed

19/07/2023

About Croesyceiliog Playgroup

Type of care provided	Children's Day Care Full Day Care
Registered places	19
Language of the service	English
Previous Care Inspectorate Wales inspection	10 May 2018
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.

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<u>Well-being</u>	Good
<u>Care and Development</u>	Adequate
<u>Environment</u>	Good
<u>Leadership and Management</u>	Poor

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

Summary

Nearly all children are happy, relaxed and enjoy their time at the setting. Children are confident to express their ideas and opinions and can make decisions about how they spend their time. They are developing positive relationships with each other and staff. Children's independence is progressing well.

Staff are kind, caring and offer reassurance to children when needed. They engage very well with children, providing them with suitable opportunities to encourage their curiosity, extend their play and learning. Adequate records are maintained. However, attention to detail is required. Staff have a suitable awareness of their roles and responsibilities regarding safeguarding matters. However, the setting's safeguarding policy and procedures do not include clear instructions to follow to ensure children are safeguarded.

The environment is clean and secure. There are suitable processes in place to ensure the safety of the environment. There are a wide range of equipment and resources, to encourage children to play and learn. The environment provides children with suitable opportunities to make independent choices in their play and develop their self-help skills. Daily access to the local community enables children to get outdoors.

The people who run the setting endeavour to provide a quality service. However, they do not always follow robust recruitment procedures and they do not always notify CIW of significant events. There are a suitable range of policies, procedures, and documentation in place although some need updating. Staff are happy at the setting. They undertake a range of training opportunities. Relationships with parents are good.

Well-being

Good

All children have good opportunities to make choices and decisions about how they spend their time. There are a variety of resources and activities freely available to them. All children express themselves confidently, as they know their wants, needs and moods will be listened to. We saw children confidently and competently moving resources around the room, choosing where they feel most comfortable playing. For example, a child selected a box of small playing figures from the trolley, they positioned them next to the garage where they were playing, using them to enhance their play.

Nearly all children are happy, relaxed and enjoy their time at the setting. They are comfortable in their surroundings, familiar with daily routines and have a good sense of belonging. We saw children engaging enthusiastically during a music and movement activity and they became especially animated during the 'hokey cokey' song. All children receive frequent praise for their efforts and achievements; this evidently makes them feel happy and valued.

All children enjoy their play and learning. They are enthusiastic and fully involved in the activities. All children have good opportunities to develop, learn and use their imagination to meet their developmental needs. Children concentrate for a good length of time in line with their age and stage of development, following their own interests. For example, a child engaged for a substantial period, building a structure from soft bricks. The structure was left in situ for the child to return to their play the following session. Children enjoy one another's company and show interest in what each other is doing. We saw children playing hide and seek, helping each other to find spaces to hide in the playroom. Children play well together, chatting to each other and staff about what they are doing. We saw children playing together with a staff member as they carefully built a road with the wooden building blocks on the floor. They enjoy winding the road around the tables in the playroom and take turns to carefully manoeuvre their vehicles along the road.

Children's independence skills are progressing well, enabling them to do things for themselves. Many children access the toilet and wash their hands competently, other children are offered support when needed. At snack time children are supported to pour their own drinks and are encouraged to clear away their plate when they have finished. This promotes children's self-help skills and builds their self-esteem.

Care and Development

Adequate

Overall, staff consider children's health needs. There is a range of adequate policies and procedures in place, which mainly support staff when carrying out daily care routines. For

example, the nappy changing and toileting policy details appropriate infection control procedures, which staff follow consistently. They ensure the privacy and dignity of children. We saw children being gently guided to close the toilet door to ensure their own privacy. The staff member reassured the child they would stay nearby. Staff implement appropriate procedures to support children when administering medication or managing children who have allergies and intolerances. However, not all the relevant information required is captured. Staff do record, maintain and review accident and incident records. However, the detail is not always sufficient. There are procedures in place to accurately record children's times of arrival and departure. However, staff attendances are not accurately recorded, making it unclear which staff are providing care for which children at any given time. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

Staff we spoke with had a suitable awareness of their roles and responsibilities and are generally cautious when dealing with any safeguarding matters. However, the setting's safeguarding policy and procedures do not include all the required information to ensure all children are always fully safeguarded. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

Staff provide children with an appropriate range of healthy snacks. Parents/carers are required to provide a healthy lunch box. Staff follow good hygiene practices at mealtimes, tables are wiped before children sit down to eat and staff wash their hands often when handling food to prevent cross contamination. Staff implement adequate procedures to support children who have allergies and intolerances.

All staff interact very well with the children and build positive relationships with them. They are warm, kind and offer reassurance when needed. All staff understand the behaviour management policy and implement appropriate positive behaviour management strategies. We heard staff use very gentle, warm tones of affection in their voice when praising and reinforcing positive behaviour, alongside adopting a firm voice when needed.

Staff know the children well, are responsive to individual children's needs and treat them with respect. They engage positively with the children, supporting their play and learning, building their confidence. All necessary information about the child is collected prior to them starting at the setting. Children with additional learning needs have clear plans in place, which are reviewed in a timely manner. Staff complete regular observations and assessments to enable them to monitor all children's progress and plan for their individual next steps. However, the next steps are not captured in the planning process.

Environment

Good

The setting is safe and secure. It is clean and adequately maintained. There are suitable processes in place to ensure the safety of the environment, including regular fire safety checks and fire drills. The people who run the setting have devised a few detailed written

risk assessments and a check list. These mainly focus on routines which take place outside of the setting such as the walking bus to the local school and access to the local park. However, not all aspects of the setting are supported by a written risk assessment such as, the activities children take part in.

The people who run the setting share the venue with other community groups and are required to pack away all toys and furniture on a weekly basis. There is sufficient facilities and good quality, appropriately sized furniture to meet the children's needs. The layout of the playroom is set up to offer familiarity and supports children to move around freely. Children's self-help skills are promoted by them being able to access toilet facilities, with minimal support from staff. The nappy changing area supports children's privacy and dignity. Should children wish to rest or have some quiet time there is a dedicated space with soft furnishings and a low-level child's size sofa for comfort. The people who run the setting provide children with daily opportunities to get outdoors and enjoy the benefits of fresh air and physical exercise via access to the local park and the nearby fields.

There are a good range of equipment and resources, promoting children's curiosity. A few play resources represent real life situations. For example, stainless steel pots and pans in the home corner, enabling children to make sense of their world through their play experiences. Resources are organised and displayed on low level shelving units, so they are easily accessible and inviting to children. Wall displays focus on promoting key messages such as healthy eating and celebrating children's experiences and achievements, giving them a sense of belonging.

Leadership and Management

Poor

The people who run the setting are committed to providing a quality service and respond positively to recommendations for improvement. There is a clear statement of purpose in place, which provides parents with the relevant information about the setting, so they can make an informed choice. There are a suitable range of policies, procedures and documentation to support the running of the setting. However, a few of these require

updating to ensure they reflect the setting, current practice, and legislation. For example, the complaints policy does not include all the required time scales to be followed when responding to a complaint. Documents such as children's contracts are signed and exchanged with parents prior to the children starting at the setting.

The people who run the setting are aware of their responsibilities to undertake self-evaluation procedures. They seek the views of parents, but do not currently include the views of children or other professionals as part of their review. As part of the process, they produce a report which includes a basic action plan. However, they do not reflect on past identified actions. There is a commitment to holding team meetings in addition to daily informal discussions. This communication supports the sharing of information with staff, along with identifying and addressing areas for improvements. The people who run the setting do not always inform Care Inspectorate Wales (CIW) of significant events which take place at the setting. For example, it was identified during the inspection that CIW has not been informed about an incident which had previously occurred. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The people who run the setting do not follow robust recruitment procedures and suitability checks are not always conducted in a timely manner. They cannot be confident that all staff employed to work directly with children are appropriate to do so. We have therefore issued a priority action notice. The provider must take immediate action to address these issues. Staff are well qualified and nearly all staff have completed the required mandatory training. Additional training is also undertaken to extend their skills and knowledge. New staff undertake a suitable induction process which outlines their roles and responsibilities. Supervisions and appraisals with staff are carried out. However, supervisions are not always completed on a regular basis. Staff we spoke to were very complimentary about the people who run the setting and shared how they feel supported in their roles. They feel proud to work at the setting.

Staff have good relationships with parents. They keep them informed, and work well together to plan for children's individual needs, promoting positive outcomes for children. Parents we spoke with were highly complementary about the setting. They told us that the people who run the setting along with the staff were very approachable and supportive.

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
28	The registered person must always ensure all required suitability checks on staff employed have been carried out prior to appointment at the setting. The registered person must be satisfied that staff employed have the appropriate skills and are suitable to work with children.	New

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
30	The registered person must ensure that records are accurate, and information is appropriately recorded. Medication records must include the appropriate detail and permissions. All accidents need to be appropriately recorded. The registered person must ensure there is a record of the staff who are looking after each child at any given time. The registered person must ensure that appropriate procedures are in place and followed by staff to maintain accurate records to safeguard children's health and safety.	New
31	The registered person must inform CIW of any significant events which impacts on the welfare of the children at the setting within the appropriate timescales.	New
22	The registered person must ensure child protection procedures are fit for purpose and that all staff are confident to implementing them, to ensure children are safeguarded.	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 risk assessments consider all areas and all activities.
Standard 18 - Quality assurance	To develop the quality-of-care review to ensure it captures a full review of the setting and is used to shape future developments.
Standard 13 (Day Care) - Suitable Person	To ensure supervisions and appraisals are carried out in a timely manner.

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.

Best Practice

Recommendation(s)

To ensure children's individual next steps are linked to the planning.

To review policies, procedures and documentation to ensure they include all the required information, and staff are able to put them into practice

Ratings	What the ratings mean
Excellent	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.
Good	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.
Adequate	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.
Poor	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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