



## Inspection Report

**Daisy Chain Playgroup**

**St Michael`s Church Hall  
Ty`r Owen Row  
Cwmafan  
Port Talbot  
SA12 9AZ**



**Date Inspection Completed**

12/12/2023

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## About Daisy Chain Playgroup

Type of care provided	Children's Day Care Sessional Day Care
Registered Person	Vicky Williams
Registered places	20
Language of the service	English
Previous Care Inspectorate Wales inspection	22 January 2018
Is this a Flying Start service?	Yes
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.

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

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

### **Summary**

Children have a strong voice. Nearly all children are settled and happy, they enjoy their time at the setting. They confidently engage in play with each other or alongside one another, dependent on their stage of development. They are improving their independence skills competently.

Staff support children well and promote healthy lifestyles. They comfort and engage with children suitably. Staff recognise individual needs, with systems in place to monitor, support and signpost for support, if needed. Improvement is necessary with some aspects of training, paperwork, and practice at the setting.

People who run the setting provide appropriate play space for children inside and out, with a range of equipment and resources. They keep suitable records in relation to maintenance checks and they have adequate risk assessments. However, potential risks are not always recognised or acted upon swiftly.

Leadership and management of the setting is adequate, but there are some inconsistencies. Improvement is required to achieve compliance. The registered person (RP) does not ensure effective and consistent practices are in place across the setting. We, Care Inspectorate Wales (CIW), have noted three Areas for Improvement and several recommendations as part of this inspection.

## Well-being

Good

Children have good opportunities to make choices and decisions about what activities and resources they want to play with. They freely choose where they want to play. For example, children say if they want to play inside, when others play outside, and their voice is listened to. Children decide their choice of snack and if they want to take part in snack time or continue with their play.

Nearly all children are happy, settled and cope well with separation from their parents or carers. We saw children settle quickly and were calm when starting the afternoon session. They have positive relationships with each other and staff. Children receive support and reassurance, having regular cuddles and comfort. They are familiar with routines. For example, at snack and home time.

Children express enthusiasm and enjoyment appropriately. They smile and laugh with each other and staff. Children interact appropriately with each other and or staff when playing. Younger children are beginning to cooperate with each other, for example when playing alongside one another in a sensory activity. They are learning to share, often with support from an adult. Older children engage in role play activities and have opportunities to develop their imagination. For example, whilst playing 'floor is lava' with wooden blocks. Nearly all children sit together whilst eating their snacks and cooperate well.

Children are interested in their play and learning. They follow their own interest and engage in activities of their choice. For example, completing wooden inset puzzles and mark making with water outside. They confidently explore the home corner and use role play equipment within areas such as 'Santa's workshop'. They access opportunities in the local area occasionally. Staff told us children recently visited the local church. Children engage in mostly child led play.

Children are developing their independence skills well. They help to tidy up and follow most instructions. Children competently access the self-serve snack area and help themselves to fruit using tongs. They pour their own drinks and are supported, if needed. Children are encouraged to dress themselves, for example, putting their own coats on. They access bathroom facilities with support of staff.

## Care and Development

Adequate

Staff understand and implement most policies and procedures to promote safety for children. All staff hold current safeguarding and food hygiene certificates. They are aware of their responsibility to safeguard children, appropriately answering safeguarding scenarios. All staff have recently undertaken emergency paediatric first aid training. However, people who run the service do not always ensure the required full paediatric trained staff are present in line with regulations. This is an area for improvement, and we expect the provider to take action. Basic accident and incident records are completed. Following the inspection visit, the registered person told us they have purchased new recording booklets for accident and incidents. They confirmed these will include more detail and will be implemented in the new year. Staff encourage children to wash their hands before snack times, they sanitise tables and sweep the floor. However, hand drying facilities and nappy changing practices are inconsistent. The setting promotes healthy lifestyles, with children taking part in toothbrushing. Staff provide children with a healthy snack and water or milk to drink.

Staff understand the behaviour management policy and appropriately implement positive strategies. Staff support children to share and engage with children at their level, sitting with them and taking part in their play. Staff know children well and understand their needs. We saw staff give children comfort, cuddles, and support. They give children their comforters when upset. Staff remind children to use 'kind hands' and encourage them to use 'walking feet' or they may fall. Staff use positive language and praise, we heard them say, "Good girl/boy" and "Da iawn". Staff interact with warmth and kindness. They engage in child-initiated play and introduce some adult led activities. For example, we saw staff do a group 'tap, tap, box' activity, with children singing and dancing to Christmas songs, in both English and Welsh.

Staff are aware of children's individual development and keep records to review children's progress. They recognise children's achievements, as they happen. For example, we heard staff discuss between themselves children's recent progress. Simple, basic planning is in place for some elements of the setting. Staff provide a suitable range of play and learning opportunities. We saw staff engage in role play in the home corner, count train carriages, build tracks, and develop gross motor balancing activities. They promote some incidental Welsh within the setting. Staff are conscious of additional learning needs and monitor children who have emerging needs. There are systems in place to support and provide additional care to children and families if needed. They signpost and work in partnership with other key professionals, such as health visitor, speech and language therapist and Flying Start professionals.

**Environment****Adequate**

People who run the setting have adequate policies in place to ensure the environment is safe, secure, and appropriately maintained. However, some improvements are required. The front entrance door is secure, and all visitors sign in. People who run the setting maintain basic risk assessments for the setting, alongside specific activities, and outside area, which have recently undergone review. There are daily checklists and on-going visual checks. However, leaders and staff are not always effective in identifying potential risks to children within the indoor and outdoor environment. This is an area for improvement, and we expect the provider to take action. Following the inspection visit, the registered person told us they will introduce a garden check list to be completed prior to children accessing the garden. People who run the setting undertake and record regular fire drills, annual gas heating checks and electrical safety checks. Most staff implement basic cleaning routines.

This is a pack away service on certain days. Staff sometimes need to prepare the environment daily, as the provision has shared access in the evenings at the beginning of the week. The large hall provides ample space for children to play. A kitchen for snack preparation and bathroom facilities are available. People who run the service have developed the outside area to provide children with a range of play opportunities, including a growing area, water play, mud kitchen and role play in a wooden playhouse. People who run the setting confirm children have free flow access between the indoor and outdoor environment during warmer weather.

People who run the setting provide a suitable variety and range of resources and equipment. For example, small world play, role-play activities, cause and effect toys and mark making equipment. Most are at low level for children to access independently. Further equipment is stored on the stage area, which staff access if required. Staff encourage children to understand and celebrate diversity through the resources available. Children have access to low level tables and chairs.

## Leadership and Management

**Adequate**

Leadership and management of the setting is adequate, but there are some inconsistencies. They need to make improvements and sustain compliance across the setting. Following the last inspection, a new registered person (RP) has taken over. There is also a new person in charge and staff team. Notifications of staff changes have not been received by CIW within the regulatory timescales. This is an area for improvement, and we expect the provider to take action. Since our inspection visit, the RP has acted promptly to provide some information as part of the inspection process, including an up-to-date staff matrix.

People who run the setting maintain accurate records. They complete registers with actual times of children's arrival and departure. Staff members sign in and out of the setting as required. Children have complete contracts, with consent forms in place. People who run the setting have a range of policies and procedures. However, they do not always reflect the management structure in place and are not updated in line with review dates. Following the inspection visit, they have reviewed policies to accurately reflect the current provision. They have up to date certificates such as public liability insurance, and ICO (Information Commissioners Office).

There are suitable reviews in place for the evaluation of the service. A recent quality of care report has been provided following the inspection visit. The report reflects parental views and includes next steps to improve the provision.

People who run the setting undertake regular staff supervisions. The RP confirmed they will undertake annual appraisals with staff once they have been in employment for a year. Staff complete an induction. They informed us they feel well supported by the person in charge and RP. All staff members now have up to date Disclosure and Barring Service checks (DBS). Staff have started work prior to a DBS being received, with processes in place to safeguard children. Some staff files were incomplete at the inspection visit. However, following the visit, all outstanding information has been provided.

People who run the setting, work closely with other professionals, including the local authority and Flying Start. They have strong links with the community. People who run the setting promote positive partnerships with parents. For example, inviting parents to join for 'stay and play' sessions. They keep parents up to date, with the use of private messages, private social media group and verbal conversations at the start and end of the session. As part of the inspection process, we viewed complete questionnaires from parents, which were mostly very positive.



### 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
N/A	No non-compliance of this type was identified at this inspection	N/A

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
24	The registered person must consistently ensure a staff member with the appropriate first aid qualification is present on the premises at all times.	New
25	The registered person must consistently ensure all areas inside and outside the premises are free from hazards, avoidable risks and are being suitably risk assessed.	New
31	The registered person must ensure they notify CIW of all significant events at the service.	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 5 - Records	Ensure accident and incident records include full details and parental signatures
Standard 5 - Records	Ensure staff files contain all regulatory information and records prior to starting at the provision
Standard 7 - Opportunities for play and learning	Ensure consistency with observations, next steps and planning for children
Standard 18 - Quality assurance	Ensure policies and procedures reflect the current provision and reviews are complete in a timely manner

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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