



Inspection Report

Pencoed Pavilion Playgroup

**Cricket Pavilion
Felindre Road
Pencoed
Bridgend
CF35 5PB**



Date Inspection Completed

17/09/2021

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About Pencoed Pavilion Playgroup

Type of care provided	Children's Day Care Sessional Day Care
Registered Person	Susan Hostettler Veronica Clarke
Registered places	24
Language of the service	English
Previous Care Inspectorate Wales inspection	03 December 2015
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	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 people /children who use, or intend to use their service.

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 enjoy their time at Pencoed Pavillion Playgroup. They make some choices about their play and have developed positive bonds of affection. They enjoy a range of activities and have some opportunities to develop their independence skills.

Care staff work well to keep children safe, following appropriate hygiene practices. They use positive behaviour management strategies and are good role models for the children. Care staff respond to children's needs and requests consistently. They are aware of children's development and keep parents up to date with the children's achievements and daily activities.

People who run the setting offer a friendly, warm and suitable environment for children. They offer good indoor play space for children to use for a range of activities, toys and experiences. They carry out daily visual safety checks and have basic risk assessments in place. However, not all evidence of safety checks were available to inspect.

People who run the setting collect and keep required records about the children and other important documents. Suitable, experienced care staff work at the setting. People who run the setting offer satisfactory performance management. However, they do not carry out supervisions with staff. They keep parents informed about their children's day.

Well-being

Children have some opportunities to make choices about what affects them. For example, they chose where they want to play or sit and children were given options of which cake to have during snack time. They approach staff to ask questions and when they feel tired, they are able to and lie down for a rest.

Children cope well with separation, as they are very settled and happy to attend. Children show contentment and express enjoyment. For example, children smiled while showing their drawing to care staff and went to care staff for cuddles or help. Children are very familiar with the routines of the setting. They sit happily on the carpet at the start of the session for circle time and help to pick up the mats before going to play. Parents said that the children have settled really well and come out full of smiles.

Children develop positive bonds of affection. They share their play with care staff and ask them to be part of it. For example, one child handed a book to a care staff member and sat on their lap to read it. They contentedly play with staff and each other. For instance, children happily played with the garage, sharing the cars and talking to each other.

Children engage and sustain interest in the activities on offer. They enthusiastically join in with singing and watch care staff intently as they follow action rhymes, copying their actions or joining in by counting in Welsh and English. They show perseverance and enjoy a range of play and learning. Children happily move from one area of the play room to another, showing what they had been doing to care staff or explaining how fast the toy cars can move across the floor.

Children have some opportunities to develop their independence skills enabling them to do some things for themselves successfully. They can access toys and resources from low level storage. Children take part in circle time, joining in with shape and number recognition as well as recognising their name and practising simple Welsh sentences. For example, at the beginning of the session, children practised 'dyma fi' (here I am), when their name was called out.

Care and Development

Care staff work consistently to keep children safe. They regularly remind children about playing safely. For instance, when playing on the slide, care staff reminded children to use the steps and also fully completed an accident record when a child fell over. Care staff understand their responsibilities to keep children safe and confidently answer about what they would do if there was a child protection scenario. They follow adequate hygiene processes, sanitising the table before snack and tidying the play area throughout the session. Care staff offer children a snack and encourage children to drink while at the setting. However, on the day of the inspection care staff said they normally offer biscuits as a snack. Since the inspection, the setting has confirmed that they have changed practice and try to offer fruit regularly. They have developed and follow effective Covid procedures; they wear masks during pick-ups and drop offs and adults socially distance throughout the session.

Care staff are responsive and they listen to children. They react to children's verbal and non-verbal communication. For example, care staff noticed that one of the children was restless near the end of the session and offered them their favourite toy to sit with them, to help them settle. Interactions are positive and demonstrate warmth and kindness. Care staff consistently praise children and speak softly to them, kneeling or sitting at their level while interacting with them. Care staff understand the behaviour management policy and consistently implement positive behaviour management strategies, acting as good role models at all times. For instance, when two children argued over a toy, the care staff spoke to the children about sharing and showed them how they could both play with the toy together.

Care staff provide an appropriate range of play and activities. On the day of the inspection, there were no planned focused activities. Care staff explained that they were currently focusing on settling the children as it was only the second week of the new term. They would normally have a planned focused activity as well as offering free choice of play for children. Care staff support children, joining in with their play and modelling language for the children. For instance, care staff played in the home corner and talked about the things they were doing while playing. Care staff complete simple observations and record children's skills and development. They discuss children's achievements or newly acquired skills with each other. Care staff use some Welsh with the children. For example, they sing songs and name colours.

Environment

People who run the setting ensure that the environment is safe, secure, and reasonably well maintained indoors. They carry out daily visual safety checks and cleaning on different areas of the setting. However, on the day of inspection, there was no evidence or record of safety checks available to inspect. For example, there was no evidence of Portable Appliance Testing. Since the inspection, the people who run the setting have shown evidence that they have completed the missing safety checks, have kept evidence of the checks and have developed an overview sheet to monitor when checks need to be completed. People who run the setting carry out regular fire drills. However, they only include basic information. People who run the setting have a number of basic written risk assessments in place. Including fire safety, outdoor and some activities risk assessments. However, they did not have a premises risk assessment in place. Since the inspection, the people who run the setting have sent a copy of a very basic premises risk assessment.

People who run the setting offer a welcoming, warm and accessible environment. Wall displays show children's artwork as well as bilingual displays. They provide a suitable environment which has enough indoor play space for children to freely move, explore and use. Children can access a toilet area and a range of toys, resources and equipment which is mostly stored at the children's level. They have some low level labelled storage to encourage independence. While the setting does not have its own outdoor area, the people who run the setting explained that they use the local public spaces close to the setting to ensure children can access outdoor space regularly.

Indoors, leaders offer a balanced range of age appropriate resources. For example, dolls, physical apparatus including a slide and bikes, role play resources, jigsaws, maths resources and creative resources. Appropriate equipment was available for children including suitably sized chairs and tables as well as equipment to support potty training. Resources are clean and in good condition.

Leadership and Management

People who run the setting have a basic statement of purpose and parent flyer, which reflects the service they provide. However, some information was missing. Since the inspection, the people who run the setting have updated their statement of purpose to better reflect the service they provide and include all the necessary information. People who run the setting ensure that they keep the required records accurately and have a range of information in place regarding the children. They include accident, incident and medication forms and they regularly review them. People who run the setting, review and date a wide range of policies, which meet regulations and care staff follow. However, not all policies have relevant and up to date information. For example, the complaints policy mentions that it meets the requirement of the Children's Act 1989. People who run the setting have a very basic operational plan. However, it does not include all information as required by the National Minimum Standards.

People who run the setting carry out their quality of care review annually and collect parents, children and staff views. They produce a purposeful report, which includes information on what they have done well and where they want to improve.

People who run the setting keep Disclosure and Barring Service certificates up to date for staff and leaders and use an overview sheet to monitor dates of expiry. The performance management process is satisfactory and encourages care staff to attend mandatory training. For example, care staff attend first aid and safeguarding. They have also completed Additional Learning Needs training. They carry out annual appraisals, which include actions, targets and timescales. However, they do not carry out supervisions. Care staff say they feel happy and well supported to carry out their role. People who run the setting keep a register of attendance of children and care staff. But, do not record the actual times of attendance. Since the inspection, the people who run the setting have provided evidence of a system to record the care staff and children's times of attendance. They deploy care staff to meet staffing ratios and children's needs.

People who run the setting have a steady partnership with parents and ensure that communication and engagement systems are adequate. They give verbal feedback to parents at the end of the session as well as using an app to send information, pictures and messages to parents. Parents said that their children love attending the setting, the setting has a family feel and they know that the people who run the setting will deal with any issues or concerns they may have.

Recommendations to meet with the National Minimum Standards

R1 - Follow the Welsh Government Food and Nutrition for Childcare Setting guidance.

R2 – Review and update policies.

R3 - Develop and implement an operational plan.

R4 –Complete all safety checks, keep appropriate certification and ensure that certificates are available for inspection by Care Inspectorate Wales.

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
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
29	The people who run the setting do not carry out	New

	regular supervisions with staff.	
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