



Childcare Inspection Report on

Playworks Childcare Limited Oakdale

**Maes y Garn Road
Oakdale
Blackwood
NP12 0NA**



Date Inspection Completed

16/07/2019

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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

Description of the service

Playworks Childcare Limited are registered to care for up to 40 children at Playworks Childcare Limited Oakdale. The service has been registered with CIW since October 2006 and provides an after school care service exclusively to children attending Rhiw Syr Dafydd Primary School, where the service is located. The group operates from the school hall with direct access to the school playgrounds for outdoor play. This is an English language service. A Person in Charge manages the service on a day to day basis and a Responsible Individual has been nominated on behalf of the limited company who supports the service.

Summary

Theme	Rating
Well-being	Adequate
Care and Development	Adequate
Environment	Adequate
Leadership and Management	Good

1. Overall assessment

Children are settled and content, and they can make some choices over the activities they engage in. They benefit from suitable relationships with motivated staff who have a sound understanding of the children and are generally able to meet their needs. The play environment is safe and secure, but there are not always sufficient resources and activities available to ensure children have good opportunities to engage in a variety of interesting play experiences. The leadership and management of the service is sound and pro-active, and ensures a reliable service for children and parents.

2. Improvements

A suggestions box has been introduced for parents and children to use. Some new resources and equipment have been bought for the service. Safeguarding practices have been strengthened by introducing Care and Concern records and auditing all accident and incident records by considering safeguarding concerns.

3. Requirements and recommendations

We found the service to be compliant with the regulations. We have made some practice recommendations in relation to activity and resource provision, and the provision of food and drinks. These are detailed in full in section five of this report.

1. Well-being

Adequate

Summary

Children at this service are content and settled. They are listened to and have developed some fond relationships with staff. In the main, children play together well and across the ages. They have some opportunities to play and develop skills, but these opportunities need to be strengthened to ensure children are always content and engaged and able to sustain their play.

Our findings

Children have some choice in this service. They are able to choose what to play with from the activities staff set out. In the main these are sufficient and children are suitably occupied. However, this was not always the case as we saw occasions where there choice was restricted due to the limited resources and activities made available. On the first day of our inspection, resources available outdoors were very limited and around half of the children were not engaged. Indoors, we saw few resources set out for them to play with and so their engagement was limited. By the second day of the inspection, a suitable selection of activities were set up inside and all children were busily occupied. Some were painting, some drawing, some making up play with hoola hoops and one young child was playing with k'nex with a member of staff. Children's engagement was much improved on the second day when activity provision had been enhanced.

Children are secure, comfortable, generally happy and relaxed in the care of staff with whom they have developed some relationships. In the main, children are happy to attend and our observations showed children enjoying themselves when engaged in activity. A group of children told us they are content coming to the service and that their favourite things to do were to play with their friends and play Simon Says, which they were playing at the time. Another older child told us their favourite thing to do was to play football outside and that they felt that there was enough choice of what to do. However, our observations showed that sometimes there was insufficient choice for children to find proper occupation and on those occasions, children were seen to be less content.

On the whole, children co-operate, take turns and share, and their behaviour shows some sensitivity to the emotions of others. All children demonstrated an understanding of what is expected of them whilst they are at the service, and generally all children are suitably behaved. No significant issues of unwanted behaviour were observed. The children played happily together, devising games and assigning roles. They played across the ages and only minimal intervention was required from staff.

Children are mostly interested and engaged by the play based activities available to them. We saw that children were active and curious. They were happy and confident to move between activities freely, but also held a sustained interest in activities of their choosing as well. On the second day of the inspection, children sustained interest in painting, drawing, constructing with k'nex and creating a game with the hoola hoops. However, this was not the case on the occasions when insufficient activities had been made available. On the first day of the inspection, half of the group of children sustained interest in playing limbo with staff, but this was the only activity where children were able to engage properly and sustain their play.

Children are suitably independent in the service. All children attending this service are of school age and are therefore quite well able to be independent in the service. We saw all children to be confident and happy to explore the play space and resources available to them. They *also* have independence when serving themselves from the buffet-style snack.

2. Care and Development

Adequate

Summary

Children at this service benefit from motivated carers who want to make a positive difference to the children's experience. Care giving is relaxed and children's needs are met. Staff respect the children in their care and the decisions they make.

Our findings

Children remain safe and healthy because staff have a sound understanding of their responsibilities and of the policies and procedures in place to support them in their roles. Staff we spoke to had a suitable understanding of dealing with child protection concerns and all staff have undertaken training in child protection in the last three years. The service is registered with Environmental Health as a food business and has been awarded a 3-star food hygiene rating, although the Person in Charge informed us that the advised work had been undertaken on the back of that inspection. Hygiene is adequately promoted at the service. Children were encouraged to wash their hands before snack and food preparation areas were also appropriately maintained. Children enjoyed a healthy snack served buffet-style, allowing them to pick what they wanted. However, we noted that children were not consistently encouraged to use the utensils provided when serving themselves snack. We also noted that drinking water was not always freely available for children to access. The service promotes healthy lifestyles by providing a balanced menu for the children, in line with Welsh Government guidance.

Staff set realistic boundaries, are good role models and use a consistent approach to managing behaviour, taking into account children's age and understanding. We observed staff to be warm in their guiding of behaviour and they were encouraging when the children made a good effort and praised this. No significant instances of unwanted behaviour occurred during the inspection.

Staff provide a friendly and caring environment in which children can relax and where their care needs are met. We saw that the children were comfortable interacting with staff and were happy to involve them in their play. All staff generally spoke in a calm and reassuring manner, which put children at ease. Some activity planning is implemented and we saw children engage with what staff had set out on the day. All staff contribute to activity planning, based on what they see children are enjoying and to ensure there is sufficient variety across each week. However, we did not find that it ensured that activities were consistently provided in sufficient quantities to ensure children were always engaged and able to sustain their play.

3. Environment

Adequate

Summary

Children benefit from an environment which is safe, suitably clean and secure. They also have access to a large outdoor play space and benefit from a suitable range of resources which are appropriately maintained.

Our findings

Children are cared for in a safe, clean and secure environment. The security of the service is appropriate on the school site. The premises are cleaned regularly as part of the school cleaning routines. We reviewed safety records and found that the service's Public Liability Insurance, periodic electrical safety certificate and annual gas safety certificate were up to date. A fire risk assessment is in place and records confirmed that fire drills are conducted once each half term. The service has identified and addressed risks on the premises. We examined the risk assessments in place for the service and found them to be suitable, specific to the premises and reviewed regularly.

Children benefit from an environment which is suitable for the type of service provided, with which they are familiar and where they are confident to explore. The service is located in the school hall and we found this to be suitably decorated and welcoming. Outside, children are able to access a varied play environment, including various playgrounds for games and some grassed areas. We saw that the children were keen to make use of the outdoor space during the inspection. Suitable school furniture is also available to the children for table top activities and snack times.

Children have access to an adequate range of toys and equipment that promote their leisure time. We saw that the resources at the service covered a suitable range of play opportunities. During the inspection, staff set out paper and drawing resources, welsh language books, small world dinosaurs, some dressing up and role play resources, hoola hoops, k'nex, and painting. Children also enjoyed playing outside.

4. Leadership and Management

Good

Summary

Parents and children receive a consistent, reliable service, which is well run, with due regard paid to the regulations and National Minimum Standards for Regulated Childcare. The provider is committed to improving outcomes for children, reflecting on practice and is proactive in planning for improvements to the service.

Our findings

Children and parents benefit from a well run and planned service. The service has a Statement of Purpose in place which contains the information required by the regulations, is clear, and is kept under review to ensure it is always an accurate reflection of the service provided. We examined the service's policies and found them to be appropriate and thorough. The records we saw showed that staff record accidents and incidents, but in some instances we found confusion as to when an 'accident' record is required versus when an 'incident' record is required. The registers of children's attendance are completed in a timely manner and contain all necessary information. Children's records also contained the required information to ensure staff are able to meet the children's needs.

Children and parents benefit from a service which is committed to improving outcomes for children, and they are actively involved in defining and measuring the quality of the service. There is a system in place to ensure that a formal self evaluation of the service is undertaken on at least an annual basis. The Quality of Care report demonstrated that the service consults with parents, staff, children and relevant external agencies in order to review the quality of the service, and uses that information to set an action plan intended to improve the service over the following 12 months.

The service is effective in managing staff, their time and prioritising activities responsively to ensure that children's needs are met in a timely manner. We observed staff to be well organised and this allowed them to remain calm whilst delivering care. Robust procedures are in place to ensure the persons caring for children are suitable and qualified. There is a system in place to ensure that DBS (Disclosure and Barring Service) checks and mandatory training is renewed as necessary. We examined a sample of staff files and found that they contained all necessary pre-employment checks. Records showed that staff induction is undertaken in a planned manner, supervisions are conducted with each member of staff regularly and appraisals are undertaken annually.

Parents' and children's expectations about the service are matched by their experience. Children have their needs and preferences identified and parents know how these will be met. A child record form is completed for each child by their parent so that staff have all the information necessary to be able to provide care to the children and meet their needs. There are appropriate policies in place which outline how the service operates and copies of all policies are available to parents. Parents are kept involved and informed about their child's activities. Staff are available to talk to parents at the end of each day to inform them of how the child has been. A parent we spoke to told us he couldn't praise the service any more highly, had never had any concerns, and had plenty of information about the service before choosing it. They explained that his children never want to leave, and we saw one of his children is staying after he'd taken their younger sibling home because they didn't want to leave yet.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Ensure there are always sufficient resources and activities available for children to always be content and engaged and be able to sustain their play;
- children should more consistently be encouraged to use the utensils provided when serving themselves snack; and
- water should be freely available whether children are playing indoors or outside.

6. How we undertook this inspection

This was a full inspection undertaken as part of our normal schedule of inspections.

- One inspector undertook an unannounced visit to the service. We visited the service across two days to observe children and the care they received;
- we reviewed information held by CIW;
- we undertook a visual inspection of the premises;
- we spoke to a number of children throughout the two visits. We also spoke to each staff member present, and some parents. Staff and parents also provided written feedback to CIW by completing and returning questionnaires;
- we looked at a wide range of records. These included the Statement of Purpose, staff files, health and safety records, children's files and activity planning.

Further information about what we do can be found on our website:

www.careinspectorate.wales

7. About the service

Type of care provided	Children's Day Care Out of School Care
Responsible Individual	Katie Morgan-Nash Sarah Gardner
Person in charge	Anne-Marie Powell
Registered maximum number of places	40
Age range of children	3 – 11 years
Opening hours	From the end of the school day until 17:50, Monday to Friday, term-time only
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	16 July 2015
Dates of this inspection visit	15 and 16 July 2019
Is this a Flying Start service?	No
Is early years education for three and four year olds provided at the service?	No
Does this service provide the Welsh Language active offer?	<p>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. We recommend that the service provider considers Welsh Government's <i>'More Than Just Words follow on strategic guidance for Welsh language in social care'</i>.</p> <p>The service is situated in a primarily English speaking area and the provider does not currently intend to offer or promote a Welsh language service.</p>
Additional Information: None	

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