



# Childcare Inspection Report on

**Nifty Kids Playgroup**

**Nifty Kids Playgroup  
Cwm Talwg Community Hall  
Plas Cleddau  
Barry  
CF62 7FG**



**Date Inspection Completed**

20/06/2019

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<b>Ratings</b>	<b>What the ratings mean</b>
<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

## Description of the service

Nifty Kids Playgroup was registered in December 2007 by Care Inspectorate Wales (CIW). They are based in Cwm Talwg Community Hall, Barry, and are registered to care for a maximum of 24 children. They care for children aged between two and five years old and operate two sessions during term time, Monday to Friday a morning session from 8:45am to 11:15am and an afternoon session from 12:30pm to 3:00pm. The registered persons are Nicola Varney and Foula Evans and the persons in charge are Nicola Varney, Foula Evans, Kayleigh Dunn and Kimberley Lacny.

## Summary

Theme	Rating
<a href="#">Well-being</a>	Adequate
<a href="#">Care and Development</a>	Adequate
<a href="#">Environment</a>	Adequate
<a href="#">Leadership and Management</a>	Adequate

### 1. Overall assessment

Overall, children who attend Nifty Kids Playgroup are settled, happy and enjoy their play opportunities. Staff are warm and supportive of the children, however, there are some inconsistencies in implementation of a few policies and procedures. The hall provides a welcoming, open area to play and is generally secure and well maintained. Leadership and management of the service is adequate and requires some attention to ensure that it remains compliant with the childcare regulations and meets the National Minimum Standards (NMS).

### 2. Improvements

During the inspection the leaders of the service worked positively and promptly to address nearly all of the recommendations and issues raised to improve their service and provided copies of updated documents and policies. They confirmed that they had reminded staff about their nappy changing policy and placed a copy of the policy on the nappy changing wall. The leaders have confirmed that a lock is in place on the gate between the outdoor area and public park. Leaders informed us that they have taken action to record dates of maintenance checks, cleaning tasks and risk assessment reviews. The leaders have updated their policies and sent copies of the child protection and safeguarding policy and whistleblowing policy to CIW. Leaders are using a whiteboard, highlighting the activities, crafts and snacks for each session for the parents information.

### **3. Requirements and recommendations**

We have advised the registered persons that improvements are needed in relation to the statement of purpose (regulation 15), supervisions with staff (regulation 29) and the quality of care report (regulation 16) in order to fully meet the legal requirements.

Notices have not been issued on this occasion, as there was no immediate or significant impact for children using the service.

We expect the registered person to take action to rectify this and it will be followed up at the next inspection.

We made some recommendations in relation to appraisals and the Welsh language. These are detailed at the back of the report.

# 1. Well-being

**Adequate**

## Summary

Children who attend Nifty Kids Playgroup make appropriate choices and decisions about their play. Many children communicate positively with the adults around them. They feel sufficiently secure, happy and comfortable. Nearly all children sustain interest in tasks and are learning to co-operate, take turns and share. Children explore their environment freely and mainly follow their own interests through child-initiated play.

## Our findings

Children have sufficient opportunities to make choices and decisions about their play. For example, through choosing the toys and resources that they wished to play with, approaching staff to let them know when they needed the toilet or when they needed help and during snack when children chose whether to have milk or not with their cereal. Therefore children have an adequate voice

Children coped well with separation, as they were settled and happy to attend. Children were content and expressed enjoyment. For example, some children happily shared toys and others smiled while brushing a member of staff's hair. One child became very excited when they managed to put the wooden train track together saying, "Yes!" when they'd done it. Children showed that they were familiar with the routines of the service. They sat at the table ready for snack and readily went to wash their hands. After eating, they immediately busied themselves in some form of play.

Children develop positive bonds of affection. They contentedly played with staff, had cuddles and approached them for help, after trying themselves. For example one child asked for help with some buttons after attempting it on their own first. Children are beginning to form friendships and are beginning to show concern for each other. For example, one child asked a staff member where another child had gone. Children were co-operative and listened to staff when reminded of their expectations in terms of behaviour.

Nearly all interactions between children are positive. Some children asked each other, "*Can you come and play with me?*" and were happy to share with each other. Nearly all children happily played alongside each other; following or copying each other and most children were generally interested and engaged. For example one child spent a long period dressing and undressing the dolls, feeding them and 'making them better' using the doctor's kit. Children are developing positive interactions and relationships.

Most children sustained interest in group activities including story time and flashcards, enthusiastically calling out the colours, and during individual play opportunities. For example, a child spent a long time trying to buckle up a baby doll into a buggy and proudly walked around the room with her baby securely in place. Children make suitable progress as they have opportunities to develop their skills and follow their interests. Children have

some opportunities to develop their independence skills enabling them to do some things for themselves successfully. For example, going to the toilet, washing hands and clearing up after snack time.

## 2. Care and Development

Adequate

### Summary

Staff are warm, kind, caring and show interest in the children. Most staff generally follow the settings policies on good hygiene however, there are some inconsistencies. Staff interact positively with the children and generally supervise the children appropriately. Staff provide sufficient opportunities for children's play.

### Our findings

Staff are working towards implementing policies and procedures to ensure children are kept safe and healthy. For instance, staff used aprons when they changed nappies and washed their hands between nappy changes, however, there was no consistency with the use of gloves. Staff understood and explained how they would deal with a safeguarding concern confidently. Staff clearly promote personal safety. For example, they reminded children to not run in the hall or not to put toys in their mouth. Staff implemented appropriate cleaning practices. For example, there was a cleaning rota for the toilets, staff cleaned the tables and the changing mat was cleaned between each nappy change however not all records were kept up to date. Staff keep children mostly safe and healthy.

Many of the staff are responsive and they listen to children. Overall, interactions were positive and demonstrated warmth and kindness. However, the staff did not always supervise the children appropriately when the children went to the toilet. Since the inspection, leaders informed us that they took action to ensure staff supervise children when using the toilets. Staff understood the behaviour management policy and consistently implemented positive behaviour management strategies. For example, one child went to snatch a toy, and the staff encouraged the child to ask, "*Please can I play with it?*" and also encouraged children to play together. Staff acted as good role models, using positive language with children and spoke to them at their level.

Staff provide an appropriate range of play and activities. They complete a simple planning grid which provided children with balanced activities. However, there was no evaluation of the activities or evidence of how to move the children forward. Since the inspection visit, the service confirmed that they have begun to include evaluations of activities within the planning file. Staff used some Welsh with the children, for example, they sang songs and named colours, however, no incidental Welsh was used during the sessions. Staff encouraged children to be independent, such as when putting on coats or going to the toilet. Staff adequately promote children's play and learning.



### **3. Environment**

**Adequate**

#### **Summary**

Nifty Kids Playgroup operates from a community hall. The space is large, welcoming and suitably decorated. Overall, the hall is safe, secure and clean, however, records of maintenance and cleaning are not always evident. Leaders provide sufficient indoor space to allow children to move freely, to partake in a range of play and access resources independently. Age appropriate equipment is provided and children have access to an outdoor area.

#### **Our findings**

The premises are generally welcoming, warm and accessible. Wall displays showed current and previous topics and included children's artwork. It was generally safe and secure. Staff kept the door locked during session times and it was only opened by staff, however, the gate between the outdoor area and public park was missing a lock. Leaders completed satisfactory general and fire risk assessments although not all showed that they had been reviewed regularly. Leaders have basic systems in place for regular maintenance and safety checks, including a safety checklist which outlined aspects of premises to check and how often, but, it did not state when checks had been carried out. Fire drills had been carried out regularly and the record included good detail on how the evacuation went. Leaders ensure the environment is generally safe.

Leaders provide a sufficiently suitable environment which has enough indoor play space for children to freely move, explore and use. There was a side room which can be closed off with bi-folding doors and was used as the snack area during inspection. The hall is a shared community hall and all toys, resources and equipment are taken out and put away each day. Two large storage cupboards stored a wide variety of resources to appeal to a range of interests. Leaders organised the environment appropriately so that it provided a suitable range of play opportunities including physical, social and language activities. Leaders ensured that the outdoor play space was regularly used. It was well maintained and offered some play opportunities for the children.

Indoors, leaders offer a balanced range of age appropriate resources. For example dolls, blocks, role play resources, wooden train, numbers cards, a slide and creative apparatus etc. However, some of the resources were visibly grubby or needed replacing, for example, a rug which had a number of black marks and the changing mat was ripped in some parts. Since the inspection visit, leaders have confirmed that they have audited their equipment and replaced or cleaned them where necessary. Appropriate equipment was available for children including suitably sized chairs and tables, child sized storage shelving and a step up for use by the sink. Some bean bags and small arm chairs were available for children to relax on. The outdoor area offered a basic range of age appropriate resources including a mud kitchen, sand and water pit and bikes. Therefore, leaders ensure an appropriate quality of resources and equipment.

## 4. Leadership and Management

**Adequate**

### Summary

Leaders at the service comply with nearly all of the regulations and NMS and have shown desire to improve their service. They manage staff appropriately. However, leaders need to ensure that all procedures, policies and record keeping are relevant and reflect their service fully.

### Our findings

Nifty Kids Playgroup has sufficiently effective leaders who have an adequate knowledge of their regulatory responsibilities. The service has a satisfactory statement of purpose that gives a fair picture of the service. However, it required updating to include all required information, all relevant details and to fully reflect the service provided. During the inspection, leaders amended and updated the statement of purpose appropriately. Leaders have a range of policies in place and they were reviewed regularly however, not all policies had relevant and up to date information. For example the toy policy (provided in the parents' handbook) referred to information written on the children's daily diaries, however the daily diaries are not in use and there was an inconsistency between the description of the routine, in relation to children being offered snacks. Since the inspection visit, leaders have amended and updated the routines description to give a more accurate picture. Leaders ensured that most of the required children's records were kept however not all records were consistently completed. For example, children's registers were completed with specific times of arrival and departure however, a few records of times of departure were missing. Since the inspection visit, leaders confirmed that they have audited their registers and records.

Leaders are developing effective self-evaluation and methods of planning for improvement. They generally engage with and notify CIW of changes to the service however, this was not always consistent. Leaders began the self-evaluation process in 2018 and sought suggestions of parents/carers. However, they did not complete the quality of care report for 2018 or seek the views of the children. They have, since the beginning of the inspection, completed the self-evaluation report for 2019 and provided a copy to CIW.

Leaders generally follow a safe recruitment process, with suitably qualified and trained staff. However, there were no opportunities for staff to have regular one to one supervisions. Since the inspection visit, the leader confirmed that they had developed a form for use with supervisions and had given them to staff to complete. Records showed that leaders carry out sufficient appraisals with appropriate information collected however, there was no continuation from the previous year. Leaders worked appropriately and deploy staff to ensure staffing ratios are met however, staff registers did not clearly reflect the staff in attendance, as playgroup staff recorded their attendance on the after school club register. Staff feedback was generally positive. They explained that they undertake training and have a daily chat about things that are going on. Leader's management of staff is generally appropriate.

Leaders respond positively to information and advice given to improve children's well-being. They have a steady partnership with parents and ensure that communication and engagement systems are adequate. They gave verbal feedback and sometimes use Facebook to show children's activities however, parents commented that they are not always updated about what their child does on a daily basis while attending the service. Otherwise, parental feedback was generally positive. Parents said they were able to approach staff, that their child loves it at the service and that they have settled in well. Leaders have appropriate partnerships with parents.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non-compliance from previous inspections**

None

### **5.2 Recommendations for improvement**

We recommended that the registered persons:

- ensure further use of incidental Welsh throughout the sessions; and
- review appraisals to ensure they are a continuous process.

## **6. How we undertook this inspection**

This was a full inspection undertaken as part of our normal schedule of inspections. Two inspectors visited the service on 22 June 2019 for a period of 4 and a half hours.

As part of this inspection we:

- inspected a sample of documentation and policies;
- observed practice to capture evidence of children's engagement and the care being provided by staff;
- spoke to staff, parents and children and reviewed questionnaires completed by staff and parents;
- observed children using the SOFI 2 (Short observational framework for inspection) tool and made general group observations; and
- provided feedback to the registered person by telephone on 28 June 2019.

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

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## About the service

Type of care provided	Children's Day Care Sessional Day Care
Registered Person	Foula Evans Nicola Varney
Person in charge	Nicola Varney Kimberley Lacny Kayleigh Dunn Foula Evans
Registered maximum number of places	24
Age range of children	2 – 5 years
Opening hours	8.45 - 11.15am and 12.30 - 3pm Monday to Friday, term time only
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	2 December 2015
Dates of this inspection visit	20 June 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?	This is a service that does not provide an 'Active Offer' of the Welsh language. The service is located in a primarily English speaking community however there is some basic Welsh provided through adult-led activities. We recommend that the service provider considers Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh language in social care'.
Additional Information:	

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