



# Childcare Inspection Report on

**Little Acorns (Carnegie) Playgroup**

**Carnegie Library  
Corporation Road  
Newport  
NP19 0GP**



**Date Inspection Completed**

18/06/2019

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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

Little Acorns playgroup operates from two dedicated playrooms at Carnegie library in Newport. It has been registered since October 2014 to provide care for a maximum of 30 children. It is a privately owned playgroup funded by Newport Flying Start. Flying Start care, for two to three year olds, is provided Monday to Friday, 9.15am to 11.45am and 12.30pm to 3.00pm, term time only. Private childcare, for two to four year olds, is offered Monday to Friday, 8.00am to 5.00pm. The registered person, with overall responsibility is Lynn Rusic. Two persons in charge (PiC) are employed to take responsibility for the day to day management of the service. The main language of the service is English with daily use of incidental Welsh.

## Summary

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

### 1. Overall assessment

Children are happy, settled and enjoy their time at the service. They benefit from a good range of activities to support their all round development. Children have formed very good relationships with staff who know them well. Staff are well qualified and enthusiastic. The environment is clean, bright and well resourced. Leadership is generally effective and meets the requirements of the Child Minding and Day Care Wales Regulations (2010) and National Minimum Standards.

### 2. Improvements

Recommendations from the last inspection have been implemented.

### 3. Requirements and recommendations

There were no non-compliance issues identified during this inspection. Good practice recommendations in relation to care and development and leadership and management are referenced in the body of the report and summarised towards the end.

# 1. Well-being

**Good**

## Summary

Children are happy and settled at the service. They have good relationships with staff and are developing friendships. They have access to a good variety of activities that suit their interests. They are able to access resources independently and lead their own play and learning.

## Our findings

Children are confident to communicate because they know they will be listened to. They are comfortable to approach staff for help or to invite them to join in with their activities. During snack time children choose what they would like to drink and which fruit they want to eat. Staff support and respect their choices. Children have an input into planning, although their ideas are not formally recorded. Displays around the playrooms reflect children's current interests. For example, one child was particularly interested in a specific cartoon character and staff had painted this on the door. This prompted lots of conversation during snack time when staff sit at the tables with the children.

Children settle quickly and cope well with separation from parents. They know the routines well and this helps to develop a sense of security. Children's work and photographs are displayed, showing children that their efforts are valued. Staff gave lots of praise for effort and good behaviour. Children respond very positively to praise and are keen to please staff. Staff know the children well and understand their likes and dislikes. During carpet time, children choose the songs they would like to sing. When one child decided not to join in with singing and play in the role play area, their choice was respected.

Children interact well with staff and peers. They play happily together or alongside each other, depending on their age and developmental stage. We observed three children engaged in an art activity for a prolonged period. They shared the pens and chatted happily, reminding each other to put the lids back on. Other children worked with staff to build a train track or complete puzzles. On the day of the visit, parents had been invited in for a coffee morning to raise money for charity and we saw that children thoroughly enjoyed playing with them.

Children have access to a good range of resources. They can access them independently and this allows them to follow their interests. For example, one child made a taco from Playdoh and pretended to eat it. They then went to the role play kitchen to get another one from the plastic food and compared the two, offering the other one to a friend.

Children are developing independence and self help skills such as hand washing. At lunch time children are encouraged to open their lunch boxes and select items from them; however, at snack time there were missed opportunities for further independence as food and drinks were served by staff. Children attending the Flying Start provision are able to access toilets independently. However, children attending the child care provision access

toilets in a different room and this limits their independence as they have to be taken there by a member of staff.

## 2. Care and Development

**Adequate**

### Summary

Children are cared for by suitably qualified and experienced staff who know them well. They are consistent in their approach to managing interactions and work in line with the service policies. Activities are carefully planned and appeal to the children's interests. Staff have a good understanding of safeguarding procedures. However, care must be taken to ensure that all incidents are accurately recorded and a record is kept of all follow up actions taken.

### Our findings

Staff have a good knowledge of how to keep children safe and healthy. We saw that mandatory training such as safeguarding, food hygiene and paediatric first aid is updated in a timely manner. Staff have also undertaken training on 'Prevent', which is a government initiative to help childcare providers recognise signs of extremism and radicalisation. Staff we spoke to understood the process for referring concerns. However, we noted that one incident had been recorded inaccurately and had not been passed on to the PiC as it had occurred on her day off. We also saw that a small number of incident records did not include details of the follow up action taken. This was discussed with the PiC and RP and prompt action was taken to review systems and procedures to ensure this did not happen again. The service offers children a healthy snack menu which includes a good variety of fruit and drinking water is available throughout the day. Medication records are completed appropriately in line with the medication policy and accident and incident records were of the expected nature for the age range of the children.

Staff manage interactions well. The service has a clear behaviour policy that is consistently implemented by staff. They are good role models and treat children and each other with respect. We heard lots of praise for good manners and sharing. On the day of our visit behaviour was generally good. When reminders were needed they were given calmly and children responded well.

Staff have good understanding of child development and meet children's individual needs appropriately. Staff provide children with a nurturing and caring atmosphere. This creates an environment in which children are confident to try new activities and to take risks. Detailed information is gathered about children prior to them attending the nursery. Activities are planned weekly on a topic basis. These take into account children's interests and are generally evaluated by staff. A key worker system works effectively and parents told us they know who their child's key worker is. In the Flying Start room, key workers complete foundation phase profiles and record observations of children's progress. However, observations of progress are not currently completed for children attending the child care service. This was discussed with the PiC and RP. By the second visit, systems had been put in place to ensure this is done.





### **3. Environment**

**Good**

#### **Summary**

Children are cared for in a safe and secure environment. Appropriate safety checks are carried out and visitors to the setting are recorded. All rooms are clean and in good decorative order. Resources are of good quality, well maintained and suitable for the age range of the children.

#### **Our findings**

Leaders ensure that the environment is clean, safe and secure. The building is entered via locked doors and visitors sign in on arrival. The rooms were seen to be clean and free of hazards. Daily safety checks are carried out to ensure that the premises are safe and where possible, hazards are eliminated. Risk assessments are detailed and highlight actions required. All safety checks for gas and electricity were seen to have been undertaken. Fire alarms are tested regularly and children take part in regular fire evacuation drills to ensure they know what to do in an emergency. Children are well supervised and able to move around freely. There are opportunities for children to take appropriate risks in a safe environment. For example, the outside play areas have suitable climbing apparatus which is accessed independently by children whilst monitored by staff.

Play rooms are generally well decorated, bright and stimulating. There are displays of children's work alongside bright murals of children's favourite characters from books and shows. Furniture is of suitable size and design for the age of the children. The rooms and outside play areas are arranged in a way that allows children to move around freely, promoting physical activity. There are quiet areas for children to read and rest with a good selection of age appropriate books. Resources are stored at low level allowing children to access them independently and follow their interests. Books and resources such as dolls and puzzles support children's understanding of cultural diversity.

Leaders ensure that resources are of suitable design and condition. These were clean, well maintained and appropriate for the different ages of children attending. Equipment complied with British Safety Standards. All the rooms had a suitable range of resources to appeal to children's interests and these were sufficient in quantity to allow children to have variety and choice. These included role play, dressing up, construction, books, puzzles and art and craft materials. The outdoor play area for the Flying Start provision had plenty of equipment to encourage physical activity as well as messy play and various water based activities. However, resources in the outdoor area for the childcare provision were more limited. For example, there were no utensils in the mud kitchen. This was discussed with the PiC and RP who agreed that this would be included as a priority in their action plan for improvement.

## 4. Leadership and Management

Adequate

### Summary

Leadership of the service is generally effective. There are appropriate policies and procedures. Staff have clear roles and responsibilities and their professional development is well supported. Leaders are committed to the on-going improvement of the service and are pro-active in responding to recommendations.

### Our findings

Leaders ensure that the service complies with the National Minimum Standards for Regulated Childcare. A comprehensive and up to date Statement of Purpose is in place and provides an accurate picture of what the service offers. A good range of policies and procedures are in place. These are reviewed annually and consistently implemented by staff to ensure that the service operates smoothly on a daily basis. Staff are well qualified and leaders ensure that training is updated in a timely manner.

Leaders have a clear vision for the service and are committed to the on-going improvement. They are open to recommendations and act promptly to rectify any issues identified. Recommendations from the previous inspection were seen to have been implemented. There are systems in place for the self evaluation of the service. Parents are consulted through annual questionnaires and their responses are taken into consideration. There is an action plan for the development of the service, although this could include more detail of timescales and costs involved.

A suitable recruitment procedure is in place and staff undertake an induction prior to starting. All Disclosure and Barring Service (DBS) checks to ensure the suitability of staff to work with children were current and a detailed matrix ensures that these are updated as required. Some information such as a medical declaration and copies of proof of identity were missing from some staff files but this had been rectified by the second visit. All staff have an annual appraisal of performance and development reviews. Staff told us that they felt well supported and were comfortable to approach leaders with any issues.

The service has very strong partnerships with parents. On the day of the visit the Flying Start room held a coffee morning to raise money for charity. This was well attended and feedback was very positive. Parents have opportunities to attend language and play sessions, held weekly, to help them support their children's language development. These are followed by stay and play sessions when parents have the opportunity to join their children in the playroom to participate in activities with them. We spoke to a parent who told us "*LAP club is great and I'm able to use what I've learned in the stay and play sessions with the children*". Other parents told us that they were very happy with the service. The

staff are very supportive with issues such as behaviour and potty training and keep them well informed about their children.

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

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

None

### **5.2 Recommendations for improvement**

- Continue to monitor that all incident records are accurately recorded and a record is kept of follow up actions;
- develop the system of monitoring children's progress in the child care room;
- ensure that planning is consistently evaluated;
- develop the outdoor play area for the child care room;
- ensure that staff files contain all of the required information and
- develop the action plan for improvement of the service to include detail of expected timescales and costs.

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

One inspector undertook an unannounced inspection visit as part of our normal schedule of inspections. Approximately 11 hours was spent at the nursery over two visits. The following methodology was used to gather evidence for this report:

- Observations of care routines and practices;
- discussion with the RP /PiC and staff;
- conversation with several children;
- conversation with several parents;
- visual inspection of both inside and outside play areas;
- consideration of information held by CIW such as the previous inspection report;
- sight of a range of policies and procedures and
- consideration of information held in staff personnel files and children's developmental files.

Feedback was provided to the RP and PiC at the end of the inspection. Further information about what we do can be found on our website: [www.careinspectorate.wales](http://www.careinspectorate.wales)

## 7. About the service

Type of care provided	Childrens Day Care Full Day Care
Registered Person	Lynn Rusic
Person in charge	Stacie Lewis Nicola Harris
Registered maximum number of places	30
Age range of children	2-3 years (Playgroup) 2-4 years (Childcare)
Opening hours	9:15 – 11:45 / 12:30 – 3:00 (Playgroup) 8.00 – 5.00 (Childcare)
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	01 July 2015
Dates of this inspection visit(s)	13 June 2019 18 June 2019
Is this a Flying Start service?	Yes
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. It does not anticipate, identify or meet the Welsh language needs of people/children who use the service. This is because the service is situated in a primarily English speaking area. However, we recommend that the service provider considers the Welsh Government's 'More Than Just words' strategic guidance for Welsh language in social care.
Additional Information: None	

Date Published 08/08/2019