



Childcare Inspection Report on

Langstone Playgroup

**Langstone Village Hall
Old Chepstow Road
Langstone
Newport
NP18 2ND**



Date Inspection Completed

02/05/2019

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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

Langstone Playgroup is run from Langstone Village Hall and is registered to provide sessional day care for up to 26 children. The operational hours are Monday to Friday 9.15 am to 11.45am with a lunch club available between 11.45am to 12.45 term time only. The service also offers wrap around care to another service run by the same Registered Persons.

There was a change of management in April 2018 and the current management team consists of two Registered Persons (RP's), Teressa Roberts and Lorna Christoffersen. A named Person in Charge (PiC) has been appointed to run the service on a day to day basis. Care is provided through the medium of English with the use of incidental Welsh introduced through play.

Summary

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

1. Overall assessment

Children are able to enjoy their time at the service as they have opportunities to participate and learn from a suitable range of interesting activities and experiences. They are settled and at ease in their surroundings and engage well with other children and their carers. Staff have sound knowledge about the children and provide attentive and responsive care. There is an appropriate ratio of staff to children, which ensures that children are safe and their needs are met. We found that leadership and management and certain practice issues require some improvement and further details can be found in this report.

2. Improvements

Recommendations made following the previous inspection in 2015 were made regarding improvements in relation to the previous service. Therefore, we have not hold accountability with the current owners.

3. Requirements and recommendations

No non compliance was identified during the inspection. We made a number of recommendations which are detailed both within the body of the report and listed at the end.

1. Well-being

Adequate

Summary

Children are happy, settled and enjoy their time at the service. They are able to do the things they like and most are confident to express their preferences. Children are beginning to make friends with their peers and have formed positive relationships with staff. They have sufficient opportunities to learn through a range of activities which are interesting to them. However, children's independence should be further considered.

Our findings

Children speak or express themselves well and can communicate their needs in a variety of different ways. We saw that the staff understand their needs, preferences and feelings. We observed the staff encouraging children to choose what they wanted to play with and they were obviously very familiar with the activities and areas available. We observed children playing with small world toys on the floor of the hall, enjoying creating story of the small characters and farm animals. Some children approached us and were curious and interested to know why we were visiting. They were also confident enough to talk about themselves, and this encouraged more reserved children to join in the conversation. This showed that children felt comfortable in their setting and confident in approaching visitors to have a voice. In the main all the children moved around the indoor and outdoor area, choosing activities that interested them. During circle time we observed children confidently taking turns to sing and answer to the register call.

Children are familiar with the routine of the playgroup which gives them a sense of security and belonging. They have developed an obvious bond with the staff because they are comfortable, settled and relaxed and go to them when they need help or assistance. We saw that in all areas of the service, staff were encouraging towards children, giving praise for achievements and recognising when they needed additional support. Children are engaged in their play and learning. They have the freedom to explore their environment, and are able to concentrate for an appropriate amount of time for their stage of development. We saw that the children had access to a suitable variety of activities and resources including mark making, sand, small world toys, role play, building blocks and they have a quiet area for reading or looking at books. Children feel safe and are happy, this helps them to feel valued as individuals.

Children are beginning to develop their confidence and independence. We saw children follow their own interests and explore the environment, seeking help from an adult when needed. Most of the children helped to tidy up and returned items to where they had collected them from. During snack time we observed sitting in groups at tables, some helped by giving out the crockery. However we noted that staff asked children what fruit they wanted to eat and staff proceeded with putting pieces of fruit into individual bowls and serving each child, rather than allowing children to help themselves.

2. Care and Development

Adequate

Summary

Staff are enthusiastic and demonstrate a commitment to offering a suitable quality service for the children and families. Staff are suitably qualified and have a consistent approach to implementing policies and procedures. Staff value their relationships with children and provide them with a range of activities to help them develop.

Our findings

Staff are aware of their responsibilities to keep children safe and healthy. There is a child protection policy in place and overall most staff were confident in their knowledge. The safeguarding policy also included relevant information relating to 'Prevent Duty'. Prevent responsibilities is for all staff to be able to identify and respond appropriately to issues of radicalisation. Staff ensure that there is appropriate supervision of children when escorting them from the base room to the toilet and nappy changing facilities, which are situated in the foyer and accessed by other groups using adjoining facilities. They are encouraged and supported to wash their hands before eating and after using the toilet. Fire alarms are tested regularly but we noted that the evacuation logs do not always reflect how many children and adults were on site and the time it took to evacuate. Ensuring such details helps the provision to be alerted to any patterns of concerns that could be improved. The Registered Person RP and Person in Charge PiC told us that this was an oversight. We noted the records were updated by our second visit and before the inspection was completed. Overall parents can be assured that staff adequately keep children safe and healthy.

We saw that staff value quality interactions with children. Children are confident to approach staff and know that they will be listened to. Staff are sensitive to the needs of individuals and know the children well. There is a behaviour policy in place and we saw a consistent approach to positive behaviour management. We heard staff reminding the playgroup rules to children, explaining the impact of their actions on other children. We saw that staff were good role models, acting in a professional and courteous manner at all times, and they facilitated appropriate interactions between the children.

Staff have a good knowledge of the children in their care. During our visit we saw a sound range of planned activities which were appropriate for the age and ability of the children attending. The planning followed the principles of the foundation phase curriculum and included an appropriate mix of activities to meet the children's needs. Children have access to a small outside area and we saw this being used appropriately for physical play amongst other activities. Staff currently do not use a key worker system but take responsibility for each area of the curriculum. The PiC told us that all staff contribute to the observation and assessments of the children. The RP told us that through our discussion the sharing of records and noting children's next steps would be further improved. Overall, children's needs are met by staff who know them well and are committed to providing a range of stimulating activities to help them develop.

3. Environment

Adequate

Summary

Overall, we found that the resources and furniture are of an adequate standard and offer children a variety of learning opportunities. However, some areas of both the indoor and outdoor facilities need attention. Some equipment and resources are tired and not well used, these need regular cleaning, maintaining and updating. We noted that some aspects of safety needs further consideration such as using fire extinguishers as props to keep doors open and display board situated directly over the radiators. Equipment such as soft furnishings needs to be kept clean and inviting to ensure the wellbeing of children.

Our findings

There are appropriate security measures in place in relation to the premise and records of visitors and records of staff and children's attendance are maintained. Gas and electrical safety checks are completed, and fire evacuation drills are conducted regularly. Risk assessments have been completed but we found that they were not sufficiently robust and not all risks had been identified. For example, two fire extinguishers were free standing and on occasion were used by staff to prop open the door to the foyer. As they were not secure they could pose a risk and cause injury to children or staff. Whilst some improvements were evident at our second visit, equipment was still not securely attached.

Children have access to a range of suitable quality, developmentally appropriate play and learning resources indoors and outside. These are available in sufficient quantity to ensure children have enough choice. There is a variety of resources which allow children to engage in creative and imaginative play. There was a range of reading materials available to cater for interests, and we observed story and circle time where most of the children were engaged. The PiC told us they bring out a range of different resources for the children throughout the term to keep their interests. However, we noted that some equipment such as the climbing frame in the garden and some resources indoor were tired looking and not always clean and well maintained. Following our first inspection visit marked improvements had been made and soft furnishings such as cushions and a small rug in the role play area had been washed. However, there was no improvement in relation to the outdoor climbing equipment and leaders stated that this equipment was not being used, and they would ensure that is discarded and replaced with new equipment. Leaders have also spoken to the committee about maintenance issues and there are plans for work to be complete before the end of the summer.

4. Leadership and Management

Adequate

Summary

Leadership is generally effective with some organised record keeping systems in place. There is strong partnership with parents and the local community. We have made a number of recommendations in relations to the environment, and leadership and management themes. Improvements need to be made to the transportation of children between sites for wrap around care and overall maintenance of the environment of the playgroup needs careful considerations, both of which are the responsibilities of the registered persons and staff.

Our findings

Leaderships is mostly effective in relation to record keeping, although some improvement is required. Parents are provided with information on policies and procedures prior to their children starting at the service, but we found that policies were not dated. It was therefore difficult to establish when they were last reviewed. We also found that the complaints policy did not have the correct contact details for CIW. In general the statement of purpose contained relevant information but the name of the RP and PiC was absent. We also noted that staff wore branded clothing with the logo of another service owed by the registered persons. Furthermore, documents and records related to the registered persons other service rather than Langstone playgroup, which is formally registered with CIW in its own right.

We looked at the policy for transporting children between services owned by the RPs or dropping off and collecting children from nearby schools. The policy was not clear in noting how the staff would deal with any emergencies if a child need medical care and whilst they were driving. We discussed that good practice would be to have two members of staff on each bus so that the escorting member of staff would be able to give quicker responses than the driver. There was not a clear risk assessments for the transporting children between sites. And this did not include the booster seats used in the front of the bus. The policy for transportation refers to the individual members of staff to ensure children are safe and using seats and equipment. This should be a joint responsibility between the providers and staff. The RPs would benefit from reviewing the Child Minding and Day Care (Wales) Regulations and the National Minimum Standards for Regulated Child Care reviewed in April 2016.

The RPs understands their responsibility to complete an annual quality of care review report and submit to CIW. We examined the quality of care report already in place which captured the view of parents, children and staff. The service does not provide the Active Offer with regard to the Welsh Language. During the inspection staff used incidental Welsh throughout the sessions, and Welsh signage was displayed. The service has a good number of suitably qualified staff caring for children at all times. There is a system in place

for staff to receive informal discussions and annual appraisals and supervisions in which they identify training which is needed or which the staff wish to undertake.

Staff provide parents and carers with relevant information to make informed choices about the care of their child. The staff work well with relevant agencies to support children. Parents told us that they received an information pack prior to their children joining the service. Parents also confirmed that they received daily feedback and updates about their children. One parent told us 'my child couldn't settle at other nurseries, but settled here straight away'. Leaders work in partnership with agencies to ensure that children experience all the support required to meet their individual needs.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

In order to further improve the service for the children attending:

- Review snack time practice in order to promote and encourage children's independence
- ensure all equipment and resources are regularly cleaned and presented attractively to help children to learn in a productive environment;
- ensure that the provider communicates with the village hall committee regarding the state of repair and upkeep of the hall;
- ensure that the fire door is not propped open whilst carrying out daily tasks;
- fire extinguisher should be correctly fixed to the wall securely and not left free standing in the room;
- ensure that all paper work including policies and procedures relate to Langstone playgroup and remove reference to other settings. All policies should be dated and next annual review dates noted;
- update the complaints policy to include the correct contact details of the regulator CIW, and
- ensure that policies and risk assessments relating to the transportation of children between sites is robust and includes what action staff would do if a child had an injury or require medical help. Check all child seats and booster seats are suitable for use and complies with safety standards.

6. How we undertook this inspection

We used the following methods to gather evidence for this report:

- We looked at what we already knew about the service, including notifications since the service was last inspected in February 2015;
- the inspection was carried out by one inspector and took place over two visits.
- we observed activities and interactions between children and with the staff ;
- we sampled documentation and records, which included the statement of purpose, policies and procedures, records of accidents, incidents and complaints;
- we viewed operational plans, records of attendance and records of any medication administered and
- we viewed all parts of the premises which are being used for the playgroup purposes, looked at maintenance records and other documentation relating to safety measures and took account of the security measures in place. Our feedback was discussed in full with management who were present at the final visit.

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 Sessional Day Care
Registered Person	Teressa Roberts Lorna Christoffersen
Person in charge	Ashley Savill
Registered maximum number of places	26
Age range of children	2 years old to 4 years old
Opening hours	Monday to Friday 9.15 am to 11.45am with a lunch club available between 11.45am to 12.45 term time only. The playgroup also offers wrap-around-care with Babes in the Wood
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	10 February 2015
Dates of this inspection visit(s)	30 April 02 May 2019
Is this a Flying Start service?	No
Is early years education for three and four year olds provided at the service?	Yes
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. <i>This may be because 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.</i></p> <p>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>
Additional Information: None	

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