



Childcare Inspection Report on

Elfed Avenue Playgroup

**Church Hall
Elfed Avenue
Penarth
CF64 3LY**



Date Inspection Completed

21/06/2019

Welsh Government © Crown copyright 2019.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

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

Elfed Avenue playgroup is registered with Care Inspectorate Wales (CIW) to care for up to a maximum of 20 children. It currently operates as a sessional care service on a Monday, Wednesday and Friday from 9.15 am to 11.45 am. It offers a service for children aged two to four years of age. Although the service is primarily English speaking, incidental Welsh is used during the session. The registered person is also the person in day-to-day charge of the service.

Summary

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

1. Overall assessment

Children have very positive play and learning opportunities to promote their development and they have forged strong relationships with their peers and practitioners. Care practice is good and practitioners are responsive to the needs of children to ensure that they receive the support they require to develop and thrive. The environment is mainly safe and well-maintained. Management of the service is generally good, and effective systems are in place to ensure the smooth running of the service.

2. Improvements

Since the last inspection, the following improvements have been made:

- The hall has been refurbished and redecorated. It has had cupboards built along one wall where stacked chairs and the piano are stored out of the reach of children;
- the registered person has reviewed the safeguarding policy to include their duties under Prevent (this is a Home Office initiative to prevent children being drawn into extremism and becoming radicalised); and
- the service has successfully obtained accreditation for, and operates a number of healthy initiatives including the Designed to Smile tooth-brushing scheme, Healthy and Sustainable Pre-School and Gold Healthy Snack Award.

During the course of this inspection, the registered person has:

- established a clear system to record the actual times practitioners care for children;

- established a system to maintain detailed records of fire drills;
- accessed a copy of the updated Welsh Government Food and Nutrition Guidance for Childcare Settings;
- reviewed the Statement of Purpose and other policies to make it clear that the toilet facilities do not meet national minimum standards and how children's privacy and dignity is promoted; and
- requested information to ensure all required checks are in place for practitioners.

3. Requirements and recommendations

We advised the registered person that improvements were needed in relation to regulation 37 (4) (a) and (b) - fitness of premises, in order to fully meet the legal requirements. A notice was not issued on this occasion, as the registered person took immediate action to ensure best use is made of the facilities available. There was no immediate or significant impact for children using the service.

We advised the registered person that improvements were needed in relation to regulation 28 (2) (b) (ii) - suitability of workers, in order to fully meet the legal requirements. A notice was not issued on this occasion, as the registered person took immediate action to address the issues we raised. There was no immediate or significant impact for children using the service.

We have made recommendations relating to the care and development and environment themes. These are summarised at the end of the report under section 5.2.

1. Well-being

Good

Summary

Children have a strong voice in the service and their views and opinions are taken into account. Children enjoy their time at the service and are familiar and comfortable with routines. Children interact well and are learning to consider the needs of others and the importance of co-operating with their peers. Children have access to a wide selection of age appropriate play opportunities that sustain their interest, making their time at the service enjoyable. Children are confident in their play and developing their independence skills.

Our findings

Children are able to speak freely and confidently and make choices regarding their play. We saw that that they were active participants in relation to their play choices and moved confidently around the playroom spending time on different activities. During circle time their opinions were sought; for example, practitioners asked them “what (song) shall we start with”, and “does anybody have a story they want us to read today?”

Children are settled and comfortable and they are forming positive relationships with their peers and carers. They were warmly welcomed at the beginning of sessions and all the children were familiar with routines of the service. We observed children laughing and smiling, playing happily together and engaging practitioners in their play. A child fell over and went to a practitioner for cuddles and reassurance. One child smiled broadly as a practitioner talked to them about their outfit, enjoying pretending to be their favourite animal. Strong relationships were evident with practitioners and it was clear that the children were at ease in their company.

Children are developing their social skills in line with their age and stage of development. They happily participated in a group activity and took turns to use equipment during physical activities, such as moving through a play tunnel. We saw children invite their peers to join in an imaginary game with them, happily talking about what they were pretending to be. At snack time, they sat at the table and chatted to peers and practitioners, listening to what others were saying and responding to gentle reminders from practitioners to use good table manners.

Children show enjoyment and pleasure in their play and learning. They enthusiastically joined in a music and movement activity, marching around the hall, smiling. They spent a good length of time on tabletop activities, which included using construction resources to build towers, painting pictures at the easels and making designs out of playdough. Children engaged effectively in the activities available, maintaining their attention for some considerable time.

Children are learning to become independent learners and develop their self - help skills in line with their age and stage of development. We saw children pour themselves a drink of water from a jug when they were thirsty. They are learning to use the toilet facilities independently, washing and drying their hands with adult supervision. They picked out toys without help and enjoyed helping practitioners to tidy resources away. One child particularly enjoyed using the home corner, happy to make food in the kitchen and dressing their chosen doll. They were confident to play and learn independently seeking support from practitioners when required.

2. Care and Development

Good

Summary

Children benefit from practitioners who are qualified and very experienced in childcare. Most have worked at the service for many years. They operate policies and procedures well to ensure children are safe and healthy, including a number of healthy initiatives. They are responsive to children's needs and foster a calm and relaxed atmosphere, which is conducive for play and learning. The practitioners manage interactions in a positive manner and ensure that children's needs are identified and supported effectively.

Our findings

The practitioners are aware of their role and responsibilities in relation to promoting children's safety and health. A number of healthy initiatives are in place at the service such as Gold Healthy Snack Award and Healthy and Sustainable Pre-school. Practitioners effectively put into operation the Designed to Smile tooth brushing scheme, ensuring children brushed their teeth after snack. There is a detailed child protection policy, including reference to the Prevent initiative. Any concerns are recorded in the concern book. The policy did not include what action practitioners should take in the event of an allegation being made about the registered person. We spoke to the registered person and a practitioner who were clear about the process of making a referral to the local authority safeguarding team, should the need arise. We observed that appropriate infection control measures were in place in relation to cleaning of tables and handling of food. We heard practitioners speak with children about the importance of washing hands before eating food and after using the toilet. Children used a communal bowl and towel after painting and this could lead to cross infection.

Practitioners have clear information with regard to children's health and any dietary requirements are identified and relayed to practitioners effectively. There are accident/emergency and medication policies in place. Medication had not been administered for a long time but the sample of accident records viewed evidenced that they had been fully completed by practitioners and signed by parents. Practitioners practice emergency fire drills regularly with children. However, records did not contain any detail of the evacuation to outline if there were any issues or improvements required.

The practitioners manage and support children's social development effectively ensuring that they follow the guidance laid out in the behaviour management policy. We observed that they responded to any issues by focusing on positive reinforcement and encouragement using gentle reminders to support children's understanding. For example, during a story session, practitioners reminded children of the need to have their 'listening ears' on. During snack time, practitioners were gentle in their tone when encouraging

children to say 'please' and 'thank you' and children responded readily by repeating the words.

The experienced team of practitioners promote children's play and learning effectively and provide warm and responsive care. They were on hand to support children when required and sat down with children to participate in tabletop activities. For example, during a painting activity, a practitioner praised a child saying 'beautiful colours'. They went on to expand the child's thinking and communication skills, saying, "is that a rainbow? Let us see if we can say the colours? What is your favourite colour?" Practitioners frequently praised and acknowledged children's achievements, giving children a sense of pride and self-esteem as a result. The practitioners plan a good range of play and learning activities and children were well occupied during the session. Additionally, practitioners review the effectiveness of their planning to ensure that the activities available to children meet their needs. Although there are no outside play facilities, practitioners set up a very good range of physical indoor activities for the second half of the session. We were told that natural materials are regularly used in the tuff tray and other activities. Practitioners provide opportunities to celebrate key dates such as Remembrance Day, and cultural events to extend their knowledge and understanding of the world around them. Observations and assessments of children are undertaken and their individual needs are identified to plan for the next stage in their development. Welsh was incorporated into the sessions using song and basic Welsh phrases and children's participation was encouraged during circle time.

3. Environment

Adequate

Summary

The service operates from a large, well-maintained church hall in Penarth. There are a number of policies and procedures implemented to ensure the environment is safe for children. The service has to set up and pack away on a daily basis, but practitioners ensure a very good range of activities and resources are provided for children. There is no outside play area.

Our findings

Leaders ensure that the environment is generally safe for children. Access is gained through a secure door and we saw records of visitors who are expected to sign in to the service. The Church committee provided copies of maintenance certificates to the registered person. However, some information was not clear and the registered person is clarifying some information with the Church committee who are responsible for maintaining the building. We saw that risk assessments have been produced. However, these had not been updated since the renovation of the hall and did not include how children are prevented from opening the fire exit door.

The environment is clean, well maintained and generally suitable for the care of pre-school children. However, there is only one toilet and wash hand basin available. This does not meet the expectations of the national minimum standards. The registered person is aware of this issue and has taken steps to draw up a policy outlining how best use is made of the facilities available. This includes nappy changing facilities and a potty, which is screened off to ensure children's privacy and dignity, is promoted. There is also no practitioners' toilet. The indoor space provides areas for children to explore and take part in a good range of activities as well as areas for quieter relaxing times. There is no outside area but the indoor space is set up for the second part of the session with activities for children to move around and be more physical. Equipment such as ride on toys, balance boards, tents and tunnels are set up.

Leaders ensure that resources and equipment are of good quality and we saw that they were clean and well maintained. Whilst the service is set up and packed away daily, we saw toys and activities are plentiful and varied. Furniture is of a suitable size and design for the age range of the children. During the inspection, we saw children had access to interesting indoor activities such as small world, art and craft, role-play, toy cars, construction, puzzles and books. There were multicultural resources such as dolls, books and puzzles. Practitioners promoted the Welsh language through circle time activities and regular use of words and phrases which children are learning to understand and repeat. There are displays in the playroom that included Welsh words.

4. Leadership and Management

Adequate

Summary

The leader ensures that the service runs smoothly on a daily basis. Practitioners are very experienced, well supervised and supported. Paperwork is generally well maintained. The leader is receptive to advice and committed to making any improvements that have been identified through the annual quality of care review or inspection. Further improvements are required to ensure practitioner's recruitment processes are robust. Partnerships with parents are effective.

Our findings

Leaders have a clear vision for the service, which is shared effectively with practitioners and parents. Leadership of the service is generally good, ensuring that it complies with most regulations and national minimum standards. A clear Statement of Purpose provides an accurate picture of the service. All required policies are in place and have been shared with parents in the form of a prospectus. However, some of these are in need of being reviewed. Systems and procedures are in place to ensure that the service runs smoothly and practitioners are well supported and challenged. Children's contracts contain all of the required information and these are completed prior to children starting. Systems for recording accidents and incidents are embedded and the leader maintains oversight of any emerging issues that may need to be considered further.

An annual review of the quality of the service is undertaken and a report produced highlighting areas for improvement. Feedback is gathered regularly from parents in the form of questionnaires. Activities are regularly reviewed and takes into account children's responses to activities and whether they needed to be reviewed. There is a policy for responding to complaints but the leader told us that no formal complaints have been received. There is a suggestion box and comments book in the foyer and some parents had taken the opportunity to write very positive comments.

The leader manages practitioners well and provides them with good support. Recruitment procedures are in place and all practitioners have current Disclosure and Barring Service (DBS) checks. However, we looked at a recently recruited practitioner's file and we found that not all the required information was present. This is a matter of non compliance. The registered person took immediate steps to request the additional information required. All practitioners are suitably qualified and have access to appropriate training such as paediatric first aid, food hygiene and safeguarding. Some practitioners have attended additional training such as Busy Feet and Disability awareness. Most practitioners have worked at the service for many years and they worked seamlessly as a team. Practitioner supervision takes place termly and there is a system for annual appraisal when individual targets are reviewed and set for the following year. Practitioner meetings are held every six weeks, where they discuss numerous matters such as deciding on future themes or any

children who are settling in. The leader also has daily dialogue with practitioners regarding how children have settled or if there has been anything that needs attention.

Partnerships with parents are well established and effective. Information is provided to parents when they enrol their child and comprehensive information is displayed on notice boards. Parent questionnaires were very positive and all said that the service communicates well and they are well informed about their children's progress. They all confirmed that they felt the service is well run. The leader told us that they have some links with the local school, but that this is an area where they can develop further. They have developed links with the local authority, namely the Family Information Service.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Risk assessments should be reviewed and updated;
- the practice of children using a communal bowl and towel to clean their hands following messy play, should be re considered to prevent cross infection;
- the safeguarding policy should be reviewed to outline what action practitioners should take in the event of an allegation being made about the registered person;
- the registered person should ensure they have oversight of building maintenance and safety certificates;

6. How we undertook this inspection

One inspector undertook an unannounced inspection as part of our normal schedule of inspections. They made two visits to the service. Feedback was provided to the registered person at the end of the second visit. The following methodology was used to gather evidence for this report:

- Consideration of information held by CIW;
- observations of care routines and practices;
- discussion with the registered person and practitioners;
- consideration of eight parent and three practitioners questionnaires received by CIW;
- visual inspection of inside play areas;
- sight of a range of policies and procedures including information held in practitioners personnel files and
- information provided by the registered person during the course of the inspection.

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

www.careinspectorate.wales

7. About the service

Type of care provided	Childrens Day Care Sessional Day Care
Registered Person	Kim Jones
Person in charge	Kim Jones
Registered maximum number of places	20
Age range of children	2 to 4 years of age
Opening hours	Monday, Wednesday and Friday 9.15 am to 11.45 am Term time only
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	14 September 2015
Dates of this inspection visits	14 June and 21 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. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service. 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. 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: None	

Date Published 29 July 2019