



Childcare Inspection Report on

Tweenie Tots Playschool Ltd

**Hilltop Recreation Ground
Ebbw Vale
NP23 6NE**



Date Inspection Completed

24/10/2019

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Ratings	What the ratings mean
Excellent	<p>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</p>
Good	<p>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.</p>
Adequate	<p>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.</p>
Poor	<p>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</p>

Description of the service

is a full day care service and offers care for a maximum of 28 children at any one time, aged between 2 and 5 years old. The service operates from 9am to 3:15pm, which incorporates a morning session, lunch club and an afternoon session, Monday to Friday. The care is offered through the medium of English but incidental Welsh is also used. Julie Hale is the responsible individual for the service, on behalf of the registered organisation. Julie Hale is also the person in charge of the service, along with Rebekah Williams.

Summary

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

1. Overall assessment

This is an excellent service where children's well-being is at the centre of the care and leadership. Children can be extremely confident that their voices are listened to.

They are very content and enjoy their play and learning enormously. Staff form very positive relationships with the children and are adept at meeting their individual needs and planning for their individual development through stimulating activities. The care is provided in a good quality environment, which caters effectively for a wide range of ages and needs. Leaders set high standards and share their values with others, creating a strong team where individuals are knowledgeable, skilled and confident about the policies of the service and the care they are providing.

2. Improvements

Leaders and staff have created a culture of continuous improvement and some of the improvements since the last inspection of the service included:

- improvements to the environment, including the introduction of more loose parts resources and improving the outdoor area.

3. Requirements and recommendations

There are no requirements or recommendations.

1. Well-being

Excellent

Summary

Children have excellent opportunities to express their voices and they can be extremely confident that they will be listened to. Children are very happy and they have excellent opportunities to develop their individual skills through exciting and stimulating child-led activities.

Our findings

Children of all ages are able to express their preferences and they are responded to meaningfully. For example, they had regular choices of what to play, whether to play inside or outside, whether they wanted to do things independently or have help. Staff observed very carefully to ensure that younger children's choices, preferences and needs were acted upon. Children influenced the activities, resources that were purchased and the layout of the play area. They led their play, with adults providing resources and support when requested.

Children are very well settled and form strong bonds with adults and peers. There is a comprehensive settling-in process in place which is tailored to the children and family's individual needs. Children had their own keyworker, depending who they formed a bond with and older children were confident that they could speak to the staff if they had worries.

Children naturally use good manners and show kindness to one another without being prompted. For example, children waited their turn for their snack and when playing with toys. We saw children forming friendships, playing together well and showing thought for others.

Children enjoy their play and learning enormously. They have excellent opportunities to develop their skills through play and the daily routine. Children were very engaged in their chosen play throughout the provision. For example, two children persevered to build a bridge with the wooden blocks whilst a group of children enjoyed playing in the mud kitchen outdoors. Children had the opportunity to develop their independence and we saw children collecting their snack and pouring drinks with support.

2. Care and Development

Excellent

Summary

Staff are very enthusiastic and dedicated to making continual improvements to the provision for children's well-being and individual development. Staff are knowledgeable about child development, they complete regular training and they have a full understanding of the policies and routines to keep children safe and healthy. Staff work extremely well together to successfully promote children's play, learning and development.

Our findings

Staff confidently follow the services policies to keep children safe and healthy. They were very confident about their responsibilities in relation to child protection concerns and medical needs. They ensured that there were up to date and detailed health-care plans in place, where necessary. They supervised children well and implemented safe hygiene procedures. They provided healthy meals and snacks to children, free access to drinking water and took children outdoors to play on a very regular basis. Staff completed regular fire drills with the children and record forms were completed.

Staff are extremely calm and they implement consistent and positive behaviour management strategies. For example, with younger children, they used simple reminders consistently, such as, 'kind hands' and 'walking feet.'

Staff completed very detailed and regular observations of children's development at all ages. They used this information to set targets and to plan exciting and stimulating activities, which were based on up to date training and knowledge. This included mindfulness, messy play, a strong focus on outdoor play and regular trips in the community.

Staff met children's needs extremely effectively. Staff used some Welsh throughout the nursery and this is an area that the service is developing further. For example, they said, "diolch" and "da iawn" throughout the service.

3. Environment

Excellent

Summary

Leaders provide an extensive indoor and outdoor play space, which provides a rich environment for children's learning. The environment is well organised to meet the needs of a range of ages, stages of development and interests. Leaders are committed to providing a stimulating and challenging range of resources and play opportunities. They have thorough measures in place to ensure that the environment is extremely safe but still allows children to explore and take measured risks.

Our findings

Leaders provide a very safe environment. They had completed very detailed risk assessments for all areas of the environment, specific activities, trips and school runs and these were reviewed on a regular basis. They ensured that annual safety checks were completed in a timely manner, such as checks on the central heating system and portable electrical appliances. There was a very secure system for entry to the service and leaders ensured that all visitors signed a visitors' book. There were also health and safety reminders around the service, such as reminders to wash hands.

Leaders have organised the space very well with children's needs at the forefront of the design. They had designed the environment so that children had the option to play in the outdoors regularly. This included a wooden area with stepping stones, log circles, a stage, a chair, mud kitchen, construction and planting area.

Leaders ensure that there are plenty of excellent resources to stimulate the children's interest and imagination. Play resources were varied and highly suitable for the age of the children who had access to them. The resources were easily accessed by children as they were visible and stored at their level. Learning areas were changed regularly to maintain children's interest and extend their skills. For example, a role play area was a hairdressers. Leaders and staff regularly updated resources. They had recently introduced 'loose parts' across the service and has adopted the curiosity approach.

4. Leadership and Management

Excellent

Summary

Leaders at this service are passionate and committed to providing high quality child care. They have extremely thorough processes in place to ensure that staff are fully involved in working together to provide excellent care for the children. There is a clear culture of continuous improvement and building strong partnerships with parents and others for the benefit of the children.

Our findings

Leaders have a strong ethos of child-centred care that is conveyed in the statement of purpose and is evident when you speak to staff. Leaders review and update policies regularly, ensuring that they are detailed and focused on the needs of the children. They give staff the opportunity to familiarise themselves with policies on a regular basis and ensure that parents are kept informed of any changes. However there is a need to include the use of surveillance/cameras within the policies, this was completed during the course of the inspection. The responsible individual / person in charge was very aware of national priorities and developments in child care.

Leaders complete detailed self-evaluations and create a culture of continuous improvement. Time is given to support staff and encourage mindfulness. They fully respond to parent, staff and children's requests and review a part of their 'improvement plan' at each staff meeting, fully involving staff in setting targets. The responsible individual / person in charge sets high expectations of herself and of her staff. It is embedded in the practice at the service to keep all aspects of the provision under review.

There is a thorough process of staff supervision and appraisal in place and the persons in charge keep this under review to ensure its effectiveness. Recruitment processes are also thorough and leaders recruit highly trained staff. Leaders were implementing the new All Wales Induction Framework. Staff felt very well supported and felt that they were valued. The responsible individual/ person in charge ensured that both she and the staff had regular training. Leaders have completed a number of local health initiatives and have done so very successfully for example Healthy Pre Schools.

Leaders work in close partnerships with parents. They seek very detailed information about their children's needs and preferences and they keep parents well-informed via detailed newsletters, emails and notices on display in the service. Parents are welcomed into the child care rooms when they are dropping off or collecting their children where they can chat to staff. Leaders keep them well-informed of their children's progress through the children's 'Learning Story' documents. Leaders and staff had established links with a wide variety of external organisations and individuals. They organised regular visits for the children in the local community and they welcomed a wealth of external visitors to enhance the children's experiences and learning.

Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

5. How we undertook this inspection

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

One inspector visited the service on 22 October 2019 for approximately four hours. We:

- inspected a sample of documentation and policies;
- observed practice and completed observations using the SOFI 2 tool to capture evidence of children's engagement and the care being provided by staff;
- spoke to the children, parents, the responsible individuals, and staff, and
- read a completed CIW questionnaire from a parent and three from staff.

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

www.careinspectorate.wales

6. About the service

Type of care provided	Childrens Day Care Full Day Care
Responsible Individual	Julie Hale
Person in charge	Rebekah Williams Julie Hale
Registered maximum number of places	28
Age range of children	2-5 years
Opening hours	Monday – Friday 9am to 3:15pm
Operating Language of the service	Both
Date of previous Care Inspectorate Wales inspection	11 July 2017
Dates of this inspection visit(s)	22 October 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 is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service.
Additional Information:	

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