



Childcare Inspection Report on

Benllech Playgroup

**Uned Mathafarn
Benllech
LL74 8SG**



Date Inspection Completed

14/10/2019

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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

Benllech playgroup is registered to provide care for up to 17 children between the ages of 2 and 4 years old. The service operates from a large port-a-cabin within the grounds of Ysgol Goronwy Owen in Benllech. There is a spacious playroom with separate toilet and a large outside play area. The service is open between 9:00 and 11:00; 11:00 and 13:00 from Monday to Thursday during school term time, and on a Friday also from January to July. The main language is English, and the service is working towards providing an 'Active Offer' of the Welsh language as it provides many bilingual opportunities for the children.

Summary

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

1. Overall assessment

Children that attend the service are happy and content and enjoy the time spent with the staff and their peers and the activities provided. The staff respond to the children's requirements and the relationship between them is relaxed and happy. The staff are well qualified and very experienced and know the children well. They are well motivated and supported by good management. They strive to make a difference in children's lives. This service provides a positive start to children's education.

2. Improvements

Since the previous inspection staff files have been updated and include the information required by regulations.

The person in charge has completed a report of the quality of care review

3. Requirements and recommendations

We made recommendations relating to developing further opportunities to encourage children's independence, review some hygiene practices, and completion of staff appraisals.

1. Well-being

Good

Summary

The children are happy, content and enjoy their time at the service. They feel comfortable in their surroundings and this promotes their self-confidence and their social development. They enjoy a happy and caring relationship with the staff and attention is given to individual needs. The children benefit from attending the service and they receive warm and respectful care.

Our findings

Children's voices are listened to at this setting. Children benefit from a wide variety of activities that are set out before their arrival. Children freely choose which activity they wish to engage with and are able to move freely from one activity to another. This encourages children to express their preferences and celebrates their individuality. Children were able to choose between playing with sand, number sorting games, play dough and playing in the home area. Children were encouraged to communicate and were given ample support to understand and start communicating in the Welsh language. We heard children singing in Welsh, following general instructions and bilingual signs, discussing the weather and colours through the medium of the Welsh language.

Children are happy and feel content and safe because of the warm relationship that has developed between them and the staff. Children enjoy the constant attention they receive and were happy chatting to the staff and ourselves. Children are praised consistently and receive cuddles when they become fretful or are feeling unwell. Children benefit from established routines and knowing the order of activities as this provides them with a feeling of security. The children also have a strong feeling of belonging as their work is displayed on the walls and their achievements are celebrated.

Children were naturally courteous and polite and acceptable behaviour was evident. We saw children playing happily together, forming friendships and learning to share and take turns. Children were encouraged to listen to each other at circle time, further developing their interaction skills and showing respect towards others. Lunch time was a social event with children happily chatting with each other and staff as they ate their packed lunches.

Children are lively and curious and fully engaged in their learning and play. Children happily sang the songs of their choice at circle time. During a group activity later in the morning we saw the children taking turns to scoop the seeds from a pumpkin. They chatted enthusiastically with a member of staff and us about how the seeds felt and were able to answer questions about what happens when seeds were planted as they had grown sunflowers during the summer.

Children receive some good opportunities to develop their independence skills which enables them to complete tasks themselves. Children recognised their names on cards as they self-registered, a task which developed their language skills as well as their independence. Numeracy skills were developed during circle time as children were encouraged to count the children present, and also when they were considering and comparing the weight of the pumpkin. Children were given good opportunities to develop physical skills as they played outside on bikes and small cars, helping each other to push the vehicles around. During snack time children ate independently, however further opportunities could be sought to increase their independence.

2. Care and Development

Good

Summary

Practitioners keep children safe and promote healthy living. Interactions are well managed and there is a homely and caring atmosphere. Staff promote children's development and show a good understanding of key policies and procedures.

Our findings

Staff follow procedures to ensure children are kept safe. In conversation we found that staff and volunteers were familiar with the process to follow should they have a concern about a child. Doors leading outside are kept locked at all times to ensure the safety of children. Also, a daily register was kept recording the presence of children and staff. We saw evidence that fire drills are held regularly. Children's safety is further promoted by staff who keep a detailed accident and incident book and are qualified to give first aid if necessary. Staff also promote children's health, as tables were cleaned before snack time and children encouraged to wash their hands. Children received a healthy snack with a good choice of fruit, however we saw that food was served by staff who were not wearing gloves or using tongs to do so. We observed the nappy changing procedure, and found that infection control guidelines were adhered to. Also children with runny noses were encouraged to wipe their noses regularly with the tissues that were readily available. However we saw that children used one towel to dry their hands rather than the hand dryer.

The staff understood how to manage interactions and work consistently in line with the behaviour management policy. They have built a warm relationship with the children which creates a friendly environment in the setting. Staff gave all their attention to the children at all times and treated them with dignity and respect, constantly asking children 'Would you like to...?' We saw staff approaching children who were playing on their own to ensure they were happy and occupied. As staff engaged children in conversation, they modelled positive behaviour, which was reflected in the children's respectful behaviour. We saw some children disagreeing over where to sit during snack time, which was dealt with in a calm and reassuring way. Children are consistently praised for their kindness and good behaviour.

Staff were aware of children's individual development. Records of children's development which were up to date and activity planning was based on these records. We saw staff encouraging linguistic development by giving children constant attention and guiding conversations. Staff modelled good use of language in English and some Welsh so that children can follow suit.

3. Environment

Good

Summary

The service operates from suitable premises. Staff have ensured that the environment is suitable and welcoming for children with appropriate facilities on hand. The outside area is suitable for children to play and provides opportunities for them to be adventurous.

Our findings

Leaders have effective measures in place to ensure everyone understands their responsibilities in relation to the safety and welfare of children. The external entrance to the premises are secure and there is a positive practice to ensure the safety of children when entering and leaving the premises. The environment is safe, secure and well maintained. Assessment risks are current and incorporated in daily practices. There are also detailed assessment risks for any trips out. The outside area is secure and safe for children to play freely. Safety checks of the environment are held daily and recorded.

Leaders ensure the environment has good indoor play space for children to move freely. The playroom is light and airy and provides stimulation for children that meets most of children's needs and enables most of them to reach their full potential. Children's work is displayed which gives a feeling of belonging and celebrates their achievements. The leaders ensure the outside area is used as often as possible and a range of resources to stimulate the children are readily available such as toy cars, suitable bike and trikes and a chalk board. The environment is organised in a way that encourages children's curiosity with different experience areas such as a shop, reading corner, sand play, the home, painting, construction, role play, small world and circle areas. The premises are welcoming and homely.

Leaders ensure that all children can access good quality and varied age-appropriate toys, furniture and equipment both indoors and outdoors. However, access could be further improved if resources were labelled clearly and suitably for children. Resources provide children with an awareness of other cultures. Leaders had given some attention to sustainable resources and we saw children playing with some wooden toys.

4. Leadership and Management

Adequate

Summary

Leaders understand and practise most of their responsibilities regarding regulations. They ensure that staff attend relevant courses to improve and develop the service.

Our findings

The person in charge gives good leadership to staff and ensures that policies and procedures are detailed and organised. Staff are familiar with them and incorporate them in their daily practices. Policy and procedure files are updated annually and this is recorded. Leaders maintain and share an up to date statement of purpose that accurately reflects the service provided and meets the national minimum standards. We saw a sample of children's files and found them to be up to date and comprehensive. The person in charge and staff were fully aware of their responsibility to promote the Welsh language. Relevant resources were provided and the language and culture are promoted.

The person in charge practises some self-evaluation procedures. They sometimes seek suggestions of children and their parents in annual questionnaires. We saw some samples and saw that comments were very positive. Children have had opportunities to express opinions about activities in questionnaires and the person in charge was encouraged to continue with this good practice. There wasn't an annual quality of care review available for us to see during our visit, however, a copy was forwarded two days later.

Leaders follow a safe recruitment process to safeguard children. All necessary checks were in place to confirm suitability of staff. We saw staff working well as a team to provide children with care and attention at all times. Members of staff knew what activities were planned and their individual roles. The staff are well supported and are given opportunities to express opinions in daily meetings. The procedure for staff appraisals has been started this year but they had not met with another member of the team to discuss responses in their self-evaluations. We recommended that leaders ensure that these are completed as soon as possible. Staff have attended courses to update their knowledge.

Leaders ensure there is a good relationship between the service and parents, with regular and open communication pathways for the benefit of children's wellbeing. Parents feel that they are well informed. We spoke to parents and their responses were very positive and complimentary. The service also works in partnership with local authority services and make changes for the better from advice given.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- 1) Provide more opportunities to further encourage children's independence
- 2) Paper towels to be provided for children
- 3) Use of gloves or tongs recommended when serving food
- 4) Clearer labelling of toys and resources to improve access
- 5) Complete staff appraisals as soon as possible.

6. How we undertook this inspection

This was an unannounced visit. The inspection took place on Monday 14 October 2019 from 8:55 – 14:00. We arranged to phone the person in charge on Wednesday 16 October for feedback. We observed activities indoors and outside. Also:

- we looked at information already held by CIW including previous inspection reports, the statement of purpose and responses to the SASS;
- we looked at a wide range of documents including policies and records, children's files;
- we observed practices and activities during the inspection and undertook a SOFI2 observation to gather evidence on children's connection and the care provided by staff, and
- we spoke at length with the person in charge, staff and some parents.

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

www.careinspectorate.wales

About the service

Type of care provided	Childrens Day Care Sessional Day Care
Responsible Individual	Rachael Barber
Person in charge	Elizabeth Foley
Registered maximum number of places	17
Age range of children	2 – 4 years old
Opening hours	9:00 – 11:00, 11:00 – 13:00 Monday – Thursday, Friday (January – July only) School terms only
Operating Language of the service	Bilingual
Date of previous Care Inspectorate Wales inspection	27 Junes 2017
Dates of this inspection visit(s)	14 October 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?	This is a service that is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.
Additional Information:	

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