



Inspection Report

Tea Timers

**Old Library, Sports and Community Centre
Singleton Road
Splott
Cardiff
CF24 2EY**



Date Inspection Completed

26/04/2021

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About Tea Timers

Type of care provided	Children's Day Care Sessional Day Care
Registered Person	Alison Crisp
Registered places	24
Language of the service	English
Previous Care Inspectorate Wales inspection	First inspection post-registration with CIW
Is this a Flying Start service?	No
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.</p> <p>It does not anticipate, identify or meet the Welsh language needs of children who use, or intend to use the service.</p> <p>We recommend that the service provider considers the Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh Language in social care.'</p>

<u>Well-being</u>	No Rating Required
<u>Care and Development</u>	No Rating Required
<u>Environment</u>	No Rating Required
<u>Leadership and Management</u>	No Rating Required

For further information on ratings, please see the end of this report

Summary

Children are happy and secure at the nursery. They have warm relationships with staff and enjoy the range of resources available to them. Children are familiar with the routines and settle quickly. Staff are attentive and know the children well. They are confident in their role and clear policies and procedures support them in this. The environment is clean and welcoming. Cleaning and health protection arrangements brought in due to the Covid-19 pandemic are effective and well integrated into the service. People who run the nursery manage staff well and staff speak highly of the support they receive. They have established good systems and processes and are committed to on-going improvement.

Well-being

No Rating Required

This is an inspection undertaken during the Covid-19 pandemic, therefore we have focused on the priority areas for this setting and not the full quality framework.

Children are confident and resilient, and have a voice at this setting. They are adapting well to new routines and changes, which have been implemented due to the Covid-19 pandemic. They move freely around the play areas, making choices and decisions about what they want to play with. They are well aware of their daily routines. Children are given good opportunity to express themselves and talk about the things that are important to them, such as what they have done at the weekend with their families.

Children feel safe, happy and valued at the setting. They develop warm relationships with other children and staff. Children approach care staff spontaneously to seek reassurance or support and enjoy receiving praise and recognition for their efforts. We saw children were happy, laughing and smiling as staff joined in with their play, and they particularly enjoyed a member of staff reading stories with them. Children play enthusiastically and have fun with their friends.

Children are developing their learning and independence. They are learning to co-operate, take turns and share, as well as becoming sensitive to the emotions of others. We saw children negotiate their play well and older children played co-operatively. Children enjoyed the praise they received for positive behaviour, and they interact well with staff and peers. They shared resources well and when a minor disagreement occurred, children responded positively to the staff who intervened.

Children are interested and excited in the play based activities available, both inside and outdoors. We saw children were active and curious throughout the inspection. They were happy and confident to move between activities freely, but also held a sustained interest in activities of their choosing as well.

Care and Development

No Rating Required

Staff are effective in their roles. They have adapted well to the new policies and procedures introduced to address the current Covid-19 pandemic. They are clear about their responsibilities and effectively implement new cleaning procedures. Staff have good knowledge of how to keep children safe and healthy. Meals provided are healthy and nutritious. Staff know how to raise safeguarding concerns. They speak confidently about safeguarding procedures and know that leaders will be responsive to any concerns they raise. The staff we talked to spoke positively about the support they receive from the people who run the playgroup, and they are committed to on-going improvement. There are procedures for reporting accidents, incidents and existing injuries, but the records are not always clear to which category they belong.

Staff interact well with children, engaging them in meaningful conversation and supporting their play and learning. They manage behaviour well. We heard lots of praise for positive behaviour and gentle reminders such as *“No, thank you”* and *“Let’s be nice and kind please”*. We saw that staff have a good understanding of different techniques to help manage the diverse behaviour of children. They showed great empathy when helping children who struggled to manage their behaviour and all children were treated warmly, with dignity and respect.

Staff know children well and understand their individual needs and preferences. They speak with confidence about their role as a key worker. They plan a suitable range of activities that appeal to children’s interests. Staff evaluate activities with what went well, what children enjoyed and how the activity could be improved next time. Staff support children’s language development and their imaginative play well, through their considered interactions and discussions.

Environment

No Rating Required

The premises are clean and safe for children. People who run the setting have introduced new procedures and risk assessments in line with Welsh Government guidance to keep children, staff and the public safe during the current Covid-19 pandemic. Staff undertake daily risk checks of all areas used by children and keep daily records of cleaning undertaken. Security at the setting is appropriate.

The environment is spacious and appropriate for the children attending. The playgroup provides a welcoming atmosphere and the premises are clean and suitably maintained. Activities are well organised and inviting. Children's work is displayed and celebrated on small boards which can be packed away at the end of each session. Children have easy access to a good range of age appropriate toys and can move easily between activities. Toilet and hand washing facilities are easily acceptable, clean and safe.

Resources are well maintained, of good quality and are cleaned regularly, both for indoors and outdoor play. Routine health and safety checks are carried out. The setting has identified and addressed risks on the premises. We examined the risk assessments in place for the service and found them to be thorough and they are kept under review, and no other risks were evident during our visit.

Leadership and Management

No Rating Required

People running the playgroup work hard to provide good quality childcare. There is a clear vision for the playgroup, reflected in the statement of purpose. Suitable operational procedures are in place to support the smooth running of the playgroup. An appropriate number of suitably qualified and experienced staff are employed to care for the children. The setting's records contained the necessary information, although the organisation of them would benefit from improvement.

Children and parents benefit from a service which is committed to improving outcomes for children. There is a comprehensive quality of care report detailing what the playgroup does well and a comprehensive action plan of what they want to improve. We reviewed a sample of the policies and procedures and found they reflect the setting and current practice. A specific policy and risk assessment relating to the Covid-19 pandemic has been provided. These are communicated effectively to staff and have been implemented well. We discussed the need to review them against the most up to date guidance and ensure all possible measures to improve safety are embraced.

The setting is effective in managing staff, their time and prioritising activities responsively to ensure that children's needs are met in a timely manner. We observed staff to be well organised and we saw that this allowed them to remain calm whilst delivering care. An example of this included having a designated person each day to prepare and serve snack. This calm and relaxed care environment has a positive impact on the children's mood and their interactions. Staff confirmed they enjoy working at the playgroup. They feel supported, knowing they can approach the people who run the service for help support if needed. All staff benefit from regular supervision and appraisal meetings to reflect on their practice. Robust recruitment procedures ensure that suitable staff are employed to work with children. Appropriate records are checked for new recruits, although copies of identity documents should be retained on the records.

Recommendations to meet with the National Minimum Standards

R1. The system of storing documentation should be improved for clarity of audit and to ensure documents containing confidential information are stored securely. This includes clarifying the separate systems for recording accidents, incidents and pre-existing injuries.

R2. Leaders should review the Welsh Government guidance “Protective measures in childcare settings” and consider their practice around allowing parents into the play room, air flow, operating outdoors and all other relevant factors. Reviews should be ongoing as the Protective Measures are updated.

R3. A system is needed to ensure the landlord shares safety certificates for the building with the leader so she can assure herself the building is safe for use.

R4. Copies of two forms of ID (one of which should be a birth certificate) should be retained on staff employment records.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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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

Date Published 07/06/2021