



Childcare Inspection Report on

Marford Playgroup Little Explorers Ltd

**Marford Community Centre
Pant Lane
Marford
LL12 8SH**



Date Inspection Completed

15/01/2020

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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

Marford Playgroup Little Explorers Ltd was recently registered in September 2019 and is situated in a rural setting which is in the village of Marford. The responsible individual is Tracey Nevitt who is also the person in charge. The service is registered for 42 children up to the age of 12 years and English is the language of the service with some informal Welsh words and phrases used with the children.

The service does not provide the Welsh Active offer.

Summary

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

1. Overall assessment

Children are happy, valued and experience positive interactions. They benefit from a variety of activities from which they can choose. They have a stimulating and well equipped environment in which to play and learn. They are cared for by staff who understand how to keep them safe and who promote daily outdoor play. Leaders have an appropriate oversight of the service. They are pro active in making changes and use feedback effectively to plan for improvements. There is a good relationship with parents.

2. Improvements

Areas of learning have been re organised to provide more space for the children to move freely.

3. Requirements and recommendations

The service was not compliant with (Regulation 20): the responsible individual was not following behaviour and additional learning needs policies and procedures. As this had an impact on children we have issued a notice.

The non compliance has been addressed promptly and fully met by 5 March 2020

We made 3 recommendations in leadership and management which have also been met.

1. Well-being

Good

Summary

Children have plenty of choice and are listened to. They speak confidently and are happy and relaxed in their play. They interact positively with each other and with staff and they behave well. Children enjoy a good variety of activities, showing great enthusiasm and are keen and interested in what they are doing.

Our findings

Children feel safe and happy. They were made to feel valued and so they settled well and quickly once arriving, expressing their enjoyment, seeing staff and their friends. Children are familiar with the daily routine which provides them with variety of opportunities in different environments indoors and outside. Most children were able to form positive emotional attachments with staff and each other. They played happily alongside one another and chatted with ease together especially during snack and lunch times. All children participated enthusiastically in what was on offer including making houses for dinosaurs.

Children interacted well and had great fun at the service. They clearly liked the staff and co-operated well following instructions. Most children listened carefully and were starting to take responsibility. For example, when given tasks to tidy up each child happily did so working together as a team to ensure the toys and resources were safely tidied away. They took turns well sharing equipment such as utensils in the mud kitchen.

Children were motivated and confident to play and learn. They particularly enjoyed games and construction. Children were enthusiastic, and experienced free play with adults who supported them participate in activities, for example balancing on blocks and building a wall. Children engaged positively with activities and many were eager to show what they were doing and older children confidently told us how much they liked coming to play. Photographs evidenced the variety of experiences and the fun the children had whilst at the service.

Children were interested in and enjoyed the range of play experiences such as the climbing frame outdoors. Children were provided with positive opportunities to develop their independence and as a result were able to achieve things for themselves. For example, they washed their hands independently, following good hygiene procedures. They concentrated well and showed patience when waiting for their turn to speak at circle time and choose a song.

2. Care and Development

Good

Summary

Staff have warm relationships with the children and know them well. Staff ensure children are kept safe and promote healthy lifestyles. Staff provide an interesting range of activities and meet children's individual needs appropriately. They encourage positive interactions and are good role models.

Our findings

Most staff understood how to keep children safe. For example they understood the policies and procedures in relation to safeguarding and child protection. Staff had completed relevant training which enabled them to provide first aid treatment. Generally accident and incident records were completed appropriately however all incidents should be brought to the attention of parents. Staff ensured children were protected from cross infection, by encouraging children to wash their hands appropriately for example when they had finished playing outside. Staff kept the environment free from hazards and promoted the children's safety providing individual support as required, for example when balancing on blocks. Staff promoted healthy lifestyles including physical activity outside and provided good opportunities for children to be active.

Staff positioned themselves well and were very calm and consistent with their approach to managing interactions and behaviour management and as a result, children were calm and behaved well. Staff kept the children happy and busy and sat alongside the children whilst they played, offering guidance and encouragement through lovely interaction and plenty of praise. Staff were familiar with the children in their care and positive bonds of affection were apparent as children approached them comfortably. They spoke to the children affectionately and a relaxed atmosphere was apparent with lots of smiles and good humour.

Staff provided a good range of activities and visits such as to the quarry which were well planned taking into account children's needs and interests. Resources and play opportunities were all suitable for the ages and stages of development of the children. Staff gave them the opportunity to do as much or as little as they wished whilst still promoting independence. Staff also promoted independence by enabling children to move freely around the environment and by setting out resources thoughtfully.

3. Environment

Good

Summary

Leaders are committed to ensuring children are cared for safely. Children are provided with a welcoming, clean, and safe environment. Leaders provide a range of resources which promote children's play and learning and develop their curiosity. The layout of resources indoors and out encourages children's independence. Leaders ensure there are systems in place for regular maintenance of the premises.

Our findings

Leaders made good use of the space. They had checks in place to ensure the environment was safe and free from hazards during their time in the service. The environment was kept clean and areas were tidy. A record of visitors to the service was maintained and the doors locked to prevent unauthorised access. Risk assessments have been completed for indoors, outdoors and any visits within the local community to keep children safe.

There was plenty of space indoors and outdoors to move around and be active and areas of interest were carefully set out such as painting. Toy boxes were easily within reach for children so they could choose what they would like to play with. Suitable toilets and hand washing facilities all promoted children's independence. There were well equipped and defined areas and a little of the children's craft work was on display, making the environment homely and providing a sense of belonging. The outdoor area provided an effective learning and play environment for children with good opportunities to investigate and explore through play for example using playdough.

Leaders ensured resources and equipment were clean, in good repair and suited the children's ages and stages of development. The choice of resources encouraged children to follow their interests and develop different skills. For example, children were developing their balancing and pedalling techniques on toys outdoors and hand eye co-ordination playing games and craft indoors. Resources were varied and leaders made sure children had a range of re-cycled, household and natural resources which could be used in different activities.

4. Leadership and Management

Adequate

Summary

Leaders understand their roles and how to manage the service effectively and meet standards and regulations. However, leaders need to follow policies and procedures to meet all children's needs. Leaders ensure completed paperwork is kept in order and easy to find. Overall leaders support staff and encourage them to attend appropriate courses. There are positive partnerships with parents and systems in place to monitor the service.

Our findings

Leaders understood their role in managing the service. They ensured the service's statement of purpose was accurate and provided parents with the information they needed in order to decide whether the service met their and their child's needs. Leaders ensure record keeping is kept up to date and easily available. The attendance of children and staff was recorded. Policies had recently been updated however the responsible individual was not currently following the behaviour or the additional learning needs policy. The responsible individual did not seek support from external agencies or give appropriate training to key workers and no care plans were in place to ensure children's individual needs were met.

Leaders were in the process of completing the first annual review and parents and older children have been asked for feedback. Leaders took into account views of the younger children through observations and talking to the children about what they liked to do. Staff told us they were happy and changes made by leaders in re arranging areas and space and providing more equipment improved the service benefiting the staff and children. Leaders are pro-active in moving the service forward which will improve outcomes for the children.

Leaders followed safe and timely recruitment processes and all staff files and records and information were easily available. Staff were suitably qualified and had current Disclosure and Barring Service checks.

Leaders had established positive partnerships with parents. Parents provided written information about their child before starting. Leaders gave examples of how they had worked with parents to ensure children received the care they needed.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Behaviour management training to enable staff to support children with additional learning needs effectively.
- Ensuring all incidents are recorded and brought to the attention of parents.
- Care plans for children are to be agreed by the relevant agencies and parents.

6. How we undertook this inspection

This was a full unannounced inspection carried out as part of our schedule of inspections. One inspector visited the service on 10 and 15 January 2020.

we:

- inspected a sample of documentation and policies;
- observed practice to capture evidence of children's engagement and the care being provided by staff;
- spoke to parents and grandparents;
- spoke to the children, the responsible individual and staff;
- looked at the areas used by children and resources on the day of our inspection; and
- gave feedback to the responsible person of what we found and areas for improvement.

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 Full Day Care
Responsible Individual	Tracey Nevitt
Person in charge	Tracey Nevitt
Registered maximum number of places	42
Age range of children	Under 12 years
Opening hours	9am to 6pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	N/A New registration since September 2019
Dates of this inspection visit(s)	10 and 15 January 2020
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 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. 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:	

Date Published 25/09/2020



Care Inspectorate Wales

Children and Families (Wales) Measure 2010

Child Minding and Day Care (Wales) Regulations 2010

Regulation and Inspection of Social Care (Wales) Act 2016

Non Compliance Notice

Childrens Day Care

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website
www.careinspectorate.wales

Marford Playgroup Little Explorers Ltd

Marford Community Centre
Pant Lane
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Leadership and Management	Our Ref: NONCO-00009208-CXHT
Non-compliance identified at this inspection	
Timescale for completion	06/03/20
Description of non-compliance/Action to be taken	
Regulation number	
<p>The Responsible Individual is not meeting Regulation 20 'Make proper provision for the welfare, care, education, supervision and where appropriate treatment of children. The Responsible Individual did not follow policies and procedures in order to meet children's individual needs and support their welfare.</p>	
Evidence	
<ul style="list-style-type: none"> - The registered person is not compliant with regulation 20: - This is because the responsible individual did not follow their policies and procedures in relation to children with additional learning needs. - The responsible individual did not provide suitable training or support for staff in order to meet children's individual needs. <p>We looked at children's records and found there were no care or learning plans in place for children with additional learning needs, no evidence of meetings with parents to discuss targets, support and action plans. There was limited training for staff who were relying solely on the responsible individual's experience and strategies implemented which had not been agreed with parents or other professionals. The responsible individual did not seek the expertise and support from other professionals to ensure children's individual needs were met. Behaviour management strategies did not follow the behaviour policy and the way in which children were supported was not consistent and all incidents were not shared with parents. The impact on people using the service is their well being and welfare was because agreed policies and procedures were not being followed the children were not supported well enough and their individual needs were not being met.</p>	