



Childcare Inspection Report on

Giggles Playgroup

**Beddau Square
Gwaunmeisgyn Road
Beddau
Pontypridd
CF38 2AU**



Date Inspection Completed

07/11/2019

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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

Giggles Playgroup registered with Care Inspectorate Wales (CIW) in September 2004. They provide care for up to 25 children. They operate from a dedicated building in Beddau near Pontypridd. They operate sessions from 9:15am to 11:45 am and from 12:30pm to 3.00pm Monday to Friday. They offer a few places for children to stay for lunch. The registered person (RP) and person in charge (PIC) is Samantha Hastings. English is the main language of the service with some incidental Welsh.

Summary

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

1. Overall assessment

Overall, children have a strong voice at this service. They are able to make decisions about the things they do at playgroup. They are interested and engaged in the wide range of resources and activities available to them. The children benefit from caring, supportive and consistent staff who have developed good bonds with them. The premises are welcoming and generally safe. There are ample resources that help create a stimulating environment for children to play and learn. Generally, leaders run the service effectively although we have made some recommendations for improvements.

2. Improvements

Since the last inspection, leaders and staff have addressed some of the recommendations made. They have developed a system for better including children's needs and interests in their planning. Leaders now carry out annual appraisals with staff.

3. Requirements and recommendations

We made recommendations to the service in respect of records, the environment, risk assessments, recruitment procedures, training and staff deployment. The recommendations are detailed at the back of the report.

1. Well-being

Good

Summary

Children have a strong voice at this service. They are happy, well settled and enjoy coming to the playgroup. Their interactions with each other are generally good and a few are beginning to form friendships. Children make good progress through taking part in the wide range of play and learning opportunities provided.

Our findings

Children are able to make choices and decisions about their play. They can choose what they would like to play with from the wide range of resources and activities available. They can decide which room they would like to play in, when they would like to have snack and, for parts of each session, whether they play inside or outside. During our visit children communicated in a variety of ways. Some children had very good verbal skills whilst others used gestures, body language or developing speech to make their wishes known. This showed that they were confident their attempts would be valued and receive a response.

Nearly all the children are very well settled. They have formed positive attachments with the staff. For example, one child who was a little hesitant about settling to do anything at the start of the session was happy to sit close to a member of staff until they decided they were ready to play. Generally, children played with or alongside each other and cooperated in an age appropriate way. Occasional minor disagreements were resolved quickly and easily.

Children enjoy their play and generally engage in their chosen activities for appropriate amounts of time. For example, a number of children spent a good amount of time playing in the home corner pretending to make tea and serve it to a member of staff. Another child was very eager to do a 'firework' painting at the easel and was very pleased with the results. Two children repeatedly practised walking along the stepping-stones outside.

Children are able to take part in a mix of adult led and child initiated activities. Their self-help skills and independence are developing particularly well. Many children can use the toilet independently although occasionally they forget to wash their hands. All the children observed could wash their hands independently before snack, including accessing the soap and paper towels and disposing of them appropriately. During snack time the children displayed high skill levels and independence for their age as they collected their own plates and glasses, spread butter on their toast, poured their own drinks and cleared away when they had finished. Overall, children are developing well as the routines, resources and activities they have access to enable them to learn and become independent.

2. Care and Development

Good

Summary

Generally, leaders and staff keep children safe and promote a healthy life style. They manage interactions calmly and sensitively providing a caring and supportive environment that takes account of individuals' wishes and needs. The service provides many opportunities for children to take part in fun activities that promote their play, learning and development both inside and outside.

Our findings

There is a range of suitable policies in place to keep children safe. There is a robust child protection policy in place, although the RP needed to make a minor amendment in relation to the name of the designated safe guarding officer which she did during the inspection. Staff understand their responsibility in relation to child protection and those asked were able to discuss this confidently. Good hygiene procedures are in place in relation to nappy changing and staff position themselves well in order to protect children's privacy and dignity. The service provides a range of healthy snacks such as toast or fruit with milk or water to drink. Parents provide packed lunches. Good hygiene procedures are in place in relation to food preparation. Staff prepare food tables appropriately and are vigilant in ensuring children wash their hands before eating. Lunch boxes are not stored in the fridge and it is not clear if parents are aware of how lunch boxes are stored so that they can ensure what is in them is suitable for the storage arrangements. There are systems in place for recording accidents, incidents and the administration of medication although the medication form needs to be improved. The service is part of the designed to smile tooth-brushing initiative, delivers a morning warm up and offers a yoga session after lunch, all of which help children to learn about a healthy life style.

Staff manage children's behaviour in line with their behaviour management policy. They use positive strategies such as distraction or explanation. Staff are kind and patient and support children in a caring manner. They take all opportunities to praise children including giving specific praise such as good sharing or good waiting so that children know what they have done well. Staff are good role models.

Staff know the children well and provide a fun and caring environment. They plan activities that cover all areas of learning and development with each member of staff taking responsibility for a particular area and taking account of individual children's needs. Staff develop individual play plans for children with additional needs although they need to evaluate these more consistently in order to plan next steps. Generally, staff support language development well although there are some missed opportunities for general commenting for younger children or developing language for thinking for some of the older children. We heard some incidental Welsh used during the inspection and observed a

group activity to help children learn colour names in Welsh. Staff manage the rolling snack system and group times very well, which means that children are engaged and enjoy taking part. Overall, staff promote and support children's play, learning and development and meet their individual needs well.

3. Environment

Good

Summary

The playgroup operates from a building that is for their sole use. The premises are secure and generally clean and well maintained, making the playgroup a safe place for children to play and learn. Children have access to a wide range of resources both inside and outside.

Our findings

The environment is safe and secure. Leaders and staff keep external doors locked and check and lock external gates before children play outside. High fences enclose the outdoor areas. Visitors to the playgroup sign into the visitors' book. There are appropriate safety gates and radiator guards in place although two of the radiator guards were broken. Since the inspection, the RP has confirmed that these have been repaired. The premises are generally clean and maintained to a suitable standard. Staff use appropriate methods to clean nappy changing mats and food tables. However, the kitchen area, whilst generally clean on surfaces and around the sink area, would benefit from tidying and a deep clean. Risk assessments are in place although daily checks records are not consistently completed. Leaders and staff carry out fire evacuations, recording the time taken and comments on how it went. However, these comments do not always lead to appropriate follow up action being taken.

There are two playrooms and children are able to move freely between them. They are bright and welcoming with colourful displays and well organised areas that provide children with a spacious and stimulating play space. Toilets and hand washing facilities are easily accessible to children. Nappy changing arrangements are not ideal but staff manage them well. Three outdoor areas provide additional play and learning spaces. On the day of inspection, we saw one of them in use. The layout and resources promote children's physical skills as well as turn taking and cooperation.

There are ample resources both inside and outside to meet the needs of all children and promote their independence. Generally, all resources are clean and well maintained. Furniture and equipment is an appropriate size and suitable for the children's needs.

4. Leadership and Management

Adequate

Summary

Generally, leaders operate the business in line with regulations and national minimum standards although they need to make minor amendments to some documents and monitor the consistent completion of others. The RP reviews the service annually and gathers the views of other. Leaders and staff develop good relationships with parents and local schools.

Our findings

Generally, paperwork is organised and supports the day-to-day running of the service. Leaders have all of the documentation and records required. However, during the inspection, the RP needed to make minor amendments to the child protection policy, the medication record form does not adequately record all the details needed and, although detailed, safeguarding records do not always record the outcome of any investigations or referrals. Leaders also do not ensure that records such as daily safety checks and children's individual play plan evaluations are consistently completed. Leaders have a statement of purpose in place that reflects the service. However, this needs amending to ensure it is accurate in all the details it gives. Leaders also had not notified CIW of changes to staff as required by regulations. Since the inspection, the RP has now done this. The RP is committed to providing a quality service and focuses on children's needs, creating an atmosphere where children and staff feel valued.

Leaders carry out robust self-evaluation of the service in a number of ways although the links between these and action and development plans are not always clear.

Leaders generally follow adequate recruitment procedures. However, one of the staff files viewed only had one reference. Staff receive induction training and there are records of supervision meetings during the induction period. Staff also have an annual appraisal. Leaders told us that they meet regularly with staff and talk with them on a daily basis about practice related matters. However, there are no arrangements for regular one to one supervision meetings where individual targets can be agreed and monitored. All staff told us they feel supported by leaders and enjoy their roles at the playgroup. The service had the required number of paediatric first aid trained members of staff. However, leaders initially did not think this was the case as they were unaware of how many, or which, members of staff had the necessary training. Since the inspection, leaders have confirmed that all members of staff have completed, or are booked on to, relevant courses. Staff deployment was generally very good although there was a short period of time when children were outside that this was not fully effective.

Leaders and staff develop good partnerships with parents. There is a contract in place for each child and leaders obtain a range of relevant permissions from parents. They keep parents informed of their children's progress through a system of verbal feedback, periodic written feedback, periodic parents' evenings and a parent/playgroup communication app. We spoke to three parents who all told they are very happy with the service, that their

children had settled well and enjoyed coming to the playgroup. The service also develops good links with local primary schools and works with the Flying Start service and other external agencies as needed.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We recommend that leaders should:

- ensure that the outcomes of individual play plans are consistently evaluated;
- develop medication records that are more robust in the information they record;
- ensure that safeguarding records include the outcomes of any referrals or investigations;
- ensure that parents are aware of how lunch boxes are stored so that they know what food is suitable to provide;
- ensure all areas of the playgroup are deep cleaned regularly;
- ensure daily risk assessments are consistently completed both for inside and outside areas;
- consider more regular fire drills to ensure that children become familiar with the procedures to follow;
- update the statement of purpose so that it fully reflects all aspects of the current service;
- develop the links between the quality of care review and the service action plan;
- ensure recruitment procedures are robust;
- develop a more robust system for staff supervision meetings;
- develop a system to ensure they know when required staff training is needed; and
- ensure staff deployment is always fully effective.

6. How we undertook this inspection

Two inspectors undertook this unannounced inspection on 7 November 2019 as part of the scheduled programme of inspections. We were at the service for approximately 5 and a half hours. As part of the inspection we:

- considered information held, or received, by CIW;
- made general observations of the observations between staff and the children attending the service that day;
- carried out a focused observation using the SOFI 2 tool;
- spoke to leaders and staff;
- spoke to children who attended the service that day;
- performed a visual inspection of the premises;
- viewed records and documents including: policies and procedures, children's contracts, children's development records, accident, incident and medication records, the statement of purpose, the quality of care report;
- provided questionnaires by email for staff and parents to complete if they wished; and
- gave feedback by telephone on 12 November 2019.

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
Registered Person	Samantha Hastings
Person in charge	Samantha Hastings
Registered maximum number of places	25
Age range of children	2 – 8 years
Opening hours	9:15am to 3.00pm, Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	9 November 2016
Dates of this inspection visit(s)	7 November 2019
Is this a Flying Start service?	Yes
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 ' <i>More Than Just Words follow on strategic guidance for Welsh language in social care</i> '.
Additional Information:	

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