



Childcare Inspection Report on

Little Angels Playgroup

**St. Gabriels Rc School
Ringland Circle
Newport
NP19 9PQ**



Date Inspection Completed

02/10/2019

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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

Little Angels Playgroup is registered with Care Inspectorate Wales (CIW) to care for 24 children. The setting provides early year's education for three and four year olds and operates 9:00am to 3:00pm Monday to Friday during term time only. Sessions run from 9:00am until 11:30am, with the option of attending lunch club from 11:30am until 12:30pm. The afternoon sessions run from 1:00pm until 3:00pm. The setting operates from a classroom, with access to an outdoor area, within St Gabriel's School in the Ringland area of Newport. The Registered Person (RP) is Kelli Priest, Sharon Mayne and Rachel Booth act as the Persons in Charge (PiC). Care is delivered through the medium of English with good use of incidental Welsh throughout the sessions.

Summary

Theme	Rating
<u>Well-being</u>	Good
<u>Care and Development</u>	Good
<u>Environment</u>	Good
<u>Leadership and Management</u>	Good

1. Overall assessment

Children's well-being is promoted at the service. They are encouraged to have a voice and build good relationships with the staff who are warm and engaging with the children. The RP ensures that staff are appropriately qualified, maintain their professional development and implement procedures to keep children healthy and safe. Toys and resources are plentiful, of a good quality, stimulating and promote children's development. There is strong leadership of the setting, with daily records, policies and procedures in place to ensure effective and proper oversight of the service is maintained.

2. Improvements

The recommendation from the previous inspection has been acted upon;

- The statement of purpose now reflects the change in CIW's telephone number.

3. Requirements and recommendations

There were no non compliance issues identified during this inspection. Some good practice recommendations have been made and these are detailed throughout the report and in section five.

1. Well-being

Good

Summary

Overall, we found that children are happy and settled and have developed secure relationships with the staff that look after them. Children enjoy their time at the setting and are busy. They are able to choose and play with a range of activities and resources which stimulate their curiosity and development. Children have a good range of opportunities to develop independence skills.

Our findings

Children speak or express themselves well and communicate their needs in a variety of different ways. Children's needs, preferences and feelings take precedence over the daily routines. For example, children choose to eat their snack when they are hungry as the service operates a rolling snack system. They approach practitioners with confidence to chat or ask for assistance. Children choose what they want to play with and are obviously very familiar with the activities and areas available.

Children have developed strong bonds with staff and a key worker system is in place. They receive frequent praise and encouragement for their efforts and achievements and are delighted when rewarded with stickers, high fives and verbal praise. Children are comfortable, settled and relaxed and readily seek out reassurance from staff if needed. For example, during morning circle time one child said that they were tired and sought out cuddles from their key worker. Children's artwork and photographs are displayed around the service and they have individual coat pegs which helps develop a sense of value and belonging.

Children are in the early stages of understanding their own and other's feelings. Some children preferred to play alone, whilst others played in small groups. Most children are beginning to learn to share and take turns. Children interacted well with their peers during snack time, chatting happily to each other. We saw examples of spontaneous affection shown by some children towards their friends and practitioners.

Children are engaged in their play and learning and have the freedom to explore their environment both indoors and outdoors. They access a wide variety of activities and resources appropriate for their age/stage of development, experiencing a good balance of self directed and adult led play. Children thoroughly enjoyed playing with a variety of vehicles and a train track independently, and creating an obstacle course in the outdoor area, with help from a staff member. Children delighted in singing welsh songs, and asking and answering questions in welsh during circle time.

There are plenty of opportunities for children to develop their independence. Older children use the bathroom independently. Coat pegs are at low levels which ensure children are able to access their personal belongings. Children self-register at the beginning of a session. They chop up their own fruit and pour their own drinks at snack time and after lunch children are encouraged to recycle their rubbish.

2. Care and Development

Good

Summary

Staff are well qualified and experienced. Relationships with children were warm and affectionate and staff work well together to provide a high quality service. They demonstrate that they value their relationships with the children and provide them with a good range of activities and quality resources to promote children's development. They understand key policies and practices and follow these in their everyday work.

Our findings

Staff are clear about their roles and responsibilities in keeping children safe. Staff have attended 'Prevent' duty training and regularly update their child protection training and there is a Child Protection policy in place. However, the policy does not outline the categories of abuse or refer to the 'Prevent' duty. Some good hygiene systems have been established. Staff wipe down surfaces before and after snack and wear appropriate protective clothing when preparing food. Staff have undertaken relevant first aid and food hygiene training.

Staff remind children to wash their hands at appropriate times. However, although paper towels are available in the children's toilet area, children dried their hands using a communal fabric towel, which could result cross contamination. Staff provide children with a range of healthy snacks, for example we saw children enjoying cucumber, banana and toast with a choice of water or milk to drink. Accident and incident records are completed well to include parents/carers signatures. However, accidents and incidents are not monitored to identify any emerging patterns.

Staff are consistent with the children in their approach to dealing with unwanted behaviour. We observed staff explaining to children how they could take turns and share with others. They praised children for listening and this reinforced the positive interactions the children had with each other. Staff are patient and speak to children clearly about the expectations within the setting. They remind children to "be kind" to one another and encourage them to share and take turns. Interactions between children evidenced this and we heard one child say to another, 'we must be kind to our friends'. Staff act as good role models by demonstrating good manners and polite interactions. They speak in calm and gentle tones, which are respectful and warm.

Staff are motivated and work well together. They are aware of their individual roles and this helps ensure that the sessions run smoothly. Staff provide a very good range of activities and play opportunities which enhance children's development. For example, children thoroughly enjoyed planting crocus bulbs in the outdoor area and filling different sized containers with coloured sand. Activity planning is based on the principles of the

Foundation phase, and includes celebrations of different cultures to such as Divali and Chinese New Year. Staff promote children's development naturally through play experiences, extending their learning through questioning. For example, whilst playing in the home corner a child offered a staff member a cup of tea. The staff member asked "*Are you going to boil the kettle?..... When you boil the kettle will it make the water hot or cold?*" Staff use Foundation Phase Profiles and carry out regular observations to monitor children's progress and plan for next steps in their learning. We heard staff use incidental welsh frequently, developing children's use and understanding of the language.

3. Environment

Good

Summary

The environment is clean, bright and maintained to a high standard. There are some colourful displays positioned throughout the setting which depict topics that are being studied. Toys and resources are well looked after, plentiful and of good quality. Care is taken to maintain safety in order to ensure the well-being of children. The setting benefits from a good sized, well equipped outside play area.

Our findings

The PiC ensures that the premises are safe and there are daily visual checks and risk assessment sheets completed to support this process. Risk assessments are detailed, thorough and regularly reviewed and updated. We saw copies of up to date gas and electrical safety test certificates. Insurance certificates are up to date. Records demonstrated that regular fire drills are carried out during morning and afternoon sessions to ensure all children experience the drills. Registers are maintained detailing staff and children's attendance, noting times of arrival and departure. The Pic told us that the setting is cleaned regularly and we saw that areas were clean and clutter free.

The indoor play space is well decorated, child centred, warm and welcoming. There are display boards throughout the setting which showcase some of the topics that have been covered by the children, for example, displays on 'The Gruffalo' and 'Self Portraits', linking to the 'All About Me' topic. There is bilingual Welsh/English signage, good use of eco, natural and re-usable materials, and resources that reflect the multicultural society in which we live. The outside play areas are well resourced and we saw the children enjoy playing with a range of resources such as balls, a slide, a seesaw and sand and water play. These areas provide children with opportunities to experience outdoor physical play which is an important element in children's all round development.

Staff ensure that children have access to good quality and varied choice of play equipment and resources, which enhances their play experiences. These are made available in sufficient quantity to ensure all children have good variety and choice. Furniture is appropriate for the age of the children and of good quality. Resources and equipment are checked regularly to ensure that they are well maintained and in good working order.

4. Leadership and Management

Good

Summary

Leadership of the service is effective. The PiC and staff members fully engaged in the inspection process. The PiC leads by example and acts as a good role model. Partnerships with parents, schools and other agencies are effective and serve the best interests of the children and their families.

Our findings

There is an effective leadership structure for the service. The PiC manages the service on a day to day basis, and has appointed a deputy. The statement of purpose assists parents in deciding whether the service is suitable for their child. However, it did not reflect the most up to date postal address for CIW. We examined a range of policies and procedures and found them to be comprehensive, although some need updating to reflect most up to date contact details for CIW. Children's contracts were well completed and the setting hold all relevant information about children, in line with regulations. Staff files are organised, well maintained and hold all relevant information.

Children, parents and staff are consulted through the use of questionnaires and these are distributed on at least an annual basis. The service undertakes an annual Quality of Care review and produces a report. The Quality of Care review clearly outlines targets, records achievements and ensures the service is continually reviewed. However, this document didn't clearly reflect the views of staff, parents and children. There is a setting improvement plan which clearly outlines areas for further improvement. These improvements are evident in, for example, visitors from the local community invited in to talk to the children and taking children out on trips to the local shop and library. Staff access relevant training and are aware of current best practice, and this is evident within the practice implemented within the service.

Practitioners told us they feel well supported. They receive regular supervisions and annual appraisals which enables management to review practice and identify strengths as well as areas for support and training. One practitioner has recently completed training on developing 'The Urban Garden' and we saw a well developed gardening plot in the outdoor area. Regular staff meetings provide further opportunities for practitioners to evaluate their practice, share ideas, and discuss children's development. The PiC also carries out regular monitoring of general practice which identifies further areas for improvement. For example, a recent observation of snack time identified that some children needed more encouragement to participate in conversation.

Partnerships with parents and a range of other agencies are effective. Staff communicate with parents on a daily basis through verbal feedback. The PiC and staff members have worked hard to build positive relationships with parents and carers and have arranged a selection of parent and child workshops, such as mark making, literacy and maths, which have had a positive impact upon outcomes for children. Parents we spoke with were very happy with the setting. Good relationships have also been forged with teachers within the school.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Monitor accidents to identify any emerging patterns;
- ensure children use paper hand towels to dry their hands to avoid risk of cross contamination;
- ensure that the Child Protection policy outlines categories of abuse and refers to the Prevent policy;
- ensure that the Quality of Care report reflects the views of staff, children and parents;
- update CIW contact details on the Statement of Purpose and relevant policies;
and
- ensure that the most up to date Statement of Purpose is sent to CIW.

6. How we undertook this inspection

This was a full unannounced inspection of the service. One inspector undertook an inspection lasting approximately 6 hours. The methodologies used to inspect were:

- Observation of the children's engagement and the care being provided by the staff;
- discussion with the Registered Person/Person in Charge and staff;
- discussion with two parents;
- we looked at a wide range of daily records including children's records, accident, incident records, staff files, registers, risk assessments and policies and procedures;
- visual inspection of the environment; and
- we provided formal feedback to the Registered Person/Person in Charge via telephone on the 3 October 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	Kelli Priest
Person in charge	Rachel Booth Sharon Mayne
Registered maximum number of places	24
Age range of children	2 years 4 months to 5 years
Opening hours	Mon – Fri 9.00am-11.30am (lunch club 11.30am – 12.30pm) 1.00pm – 3.00pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	20 March 2015
Dates of this inspection visit	02 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 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: None	

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