



# Childcare Inspection Report on

## Playworks Early Days Nursery Bedwas Limited

Unit 15C  
Greenway  
Bedwas  
Caerphilly  
CF83 8DW



**Date of Publication**

Friday, 5 July 2019

**Welsh Government © Crown copyright 2019.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## **Description of the service**

Playworks Early Days Nursery Bedwas Limited are registered to care for up to 71 children at Playworks Early Days Nursery Bedwas. The service has been registered with Care Inspectorate Wales (CIW) since June 2007, but a change of management has been undertaken, with the current management and company directors taking over in July 2017. This is the first inspection of the service since the change of ownership. The service provides a variety of care types, including full day care for pre-school aged children, wrap around services to local school nurseries, and after school and holiday care for school aged children. The service operates from a one-storey, stand-alone building, which it has sole use of. This is an English language service. A Person in Charge manages the service on a daily basis and two Responsible Individuals have been nominated on behalf of the limited company who support the service.

## **Summary of our findings**

### **1. Overall assessment**

Children attending this service benefit from warm relationships with motivated staff who have an understanding of each child and are able to meet their needs. Children are well settled in the service. The play environment is safe and secure, but further work on the furnishing and resourcing of the play space would improve children's experiences. Parents and children benefit from a well run and planned service, but some areas of improvement are required.

### **2. Improvements**

The Responsible Individual told us that all recommendations given in the last CIW inspection report were included in the action plan of improvements the new owners implemented immediately upon taking over the nursery and we could see that all of these had been suitably addressed.

Additionally, the new management of the nursery have made many changes in the environment and working practices which have had a positive impact for children, which include the following. Additional dedicated outdoor spaces have been created and existing areas improved. Two small rooms have been knocked together and additional windows added to create a more open and welcoming baby unit. An open door policy has been introduced so parents can go into their child's base room rather than having to wait in the foyer. A secure electronic app has been introduced for parents/carers to view photos/videos of their children during their time at nursery. Three new nursery vehicles have been acquired for transporting children. The nursery have been awarded Supported and Assisted places through the local council.

### **3. Requirements and recommendations**

We found the service to be compliant with the regulations. We have made some practice recommendations in relation to facilitating children's choice, hygiene, the environment and documentation. These can be read in full in Section 5 of this report.

# **1. Well-being**

## **Summary**

Children benefit from a play, leisure and care environment in which they have formed secure relationships with staff and positive friendships with other children, and this contributes to their well-being. However, children do not always have sufficient freedom over their play and staff do not always respect the choices children make in their play.

## **Our findings**

### **1.1 To what extent do children have a voice?**

Children have some choice, but their choices are not consistently respected by staff. Some children move freely between activities and there are occasions where they are supported by staff to enhance their play. For example, a child in the toddler room went to a tuff spot and a member of staff joined the child, talking to him about the toy animals staff had put there. However, we also noted that there were many restrictions placed on the activities children could engage with and the children's own choices. In the toddler room, children sat for a circle time which was a focused activity. Following this, children were directed by staff into another activity instead of providing choice, which led to some children being disengaged. During free play, children's play is sometimes limited unnecessarily by staff. We observed staff directing children away from play they had chosen themselves and which they were enjoying to join in with arbitrary group activities.

Children do not have sufficient opportunities for free choice in their play and their choices are not consistently respected by staff.

### **1.2 To what extent do children feel safe, happy and valued?**

Children are secure, comfortable, generally happy and relaxed in the care of staff with whom they have developed a warm relationship. Children have clearly developed bonds of affection with the staff who care for them. They are happy and confident to approach them, to seek comfort when necessary and they are keen to interact with them and include them in their play. We saw the children sitting with staff or on their laps whilst they read them a story and it was evident they found this comforting. We saw children express enjoyment whilst they played, and we saw them smiling and laughing. We saw that most children were confident in the service and were happy to play fairly independently.

Children in this service are generally happy, well settled and confident.

### **1.3 How well do children interact?**

Children are learning to co-operate and are becoming sensitive to the emotions of others. Children are beginning to develop an understanding of the impact they have on others and most of the children were considerate of one another when playing, appropriate to their age and stage of development. We heard lots of unprompted “please” and “thank you’s” at snack time. We observed no issues of unwanted behaviour except for small occurrences which were to be expected for the age of children. When difficulties occurred, such as a taking a toy away from another child who was already playing with it, staff were on hand to support the children to manage the situation. We saw that the children mostly paid attention to staff and responded appropriately to their guidance for right and wrong

Children in this service are learning to manage their behaviour and are developing a sense of right and wrong.

### **1.4 To what extent do children enjoy their play and learning?**

Children are generally interested in the play based activities provided. However, they are not always afforded sufficient choice and freedom in activities to sustain their interest. We saw that children were active and curious during play. Most engaged happily in the activities available to them. We saw children exploring shaving foam. Pre-school children enjoyed being in the garden and as a group, they used the large train in the garden to role play going to the beach. During these activities which they enjoyed, children were able to sustain their interest and persevere. However, we also saw occasions where children were visibly disinterested in the activity they were asked to complete. Toddlers completed the focused activities they were set, but in general were not sufficiently interested or engaged. During times of free play, little thought had been put in to what was made available to them, and so few children were able to sustain meaningful play, and this impacted on their contentedness.

Children generally enjoy their play. However at times, there is insufficient free play and children’s opportunities to drive their own play becomes limited.

### **1.5 How well do children develop, learn and become independent?**

Children are developing across a range of skills. The records of development that staff maintain about each child demonstrate that children are making appropriate progress. Staff spoke knowledgeably of the children and the progress they had made since starting. There is a key worker system in place and key workers are responsible for monitoring and recording the development of their key children, although all staff have a good understanding of the children’s needs and abilities. Children can access

resources independently. At snack time, children were given a choice of foods and they used tongs to serve themselves. They are encouraged to put their own flannels into the laundry basket after they have washed.

Children have opportunities to learn, follow interests and develop skills, and are encouraged to gain independence and self-help skills.

## **2. Care and Development**

### **Summary**

Children at this service benefit from motivated carers who want to make a positive difference to the children's experience. Care giving is relaxed and in general, children's needs are met. Some hygiene and nutrition matters require improvement.

### **Our findings**

#### **2.1 How well do practitioners keep children safe and healthy?**

In the main, children remain safe and healthy because staff have an adequate understanding of their responsibilities and of the policies and procedures in place to support them in their roles. Staff we spoke to had a suitable understanding of dealing with child protection concerns and all staff have undertaken training in child protection in the last three years. There are a sufficient number of staff to meet the needs of the children, and a suitable proportion of the staff group hold a child care or play qualification, and a paediatric first aid certificate. There is a suitable system in place to record accidents and incidents that occur, as well as any medication that is administered to children. The service is registered with Environmental Health as a food business and has received a five star food hygiene rating. A cook is employed at the nursery and she holds a food hygiene certificate. Hygiene is adequately promoted at the service. Children were encouraged to wash their hands before snack and food preparation areas were also appropriately maintained. We saw children enjoy a healthy snack which they were able to help serve. However, we noted that cleanliness was not always sufficiently considered by staff. During snack, we saw a baby drop their bottle from their high chair onto the floor which was dirty, for example from the use of outdoor footwear in the room. A member of staff picked it up after approximately three minutes, and then approximately three minutes after this, she gave it back to the baby to drink from without cleaning or changing it. We also observed the provision of unsuitable drinks in the younger baby room and the toddler room. We noted that four babies had drinks provided from home. None followed the Welsh Government guidance on the provision of drinks in early years services, but staff still provided these drinks to the babies. We observed one instance of this in the toddler room. When these matters were discussed with the Person in Charge and one of the Responsible Individuals at the end of the inspection, they gave assurances that these matters would be addressed promptly.

Staff keep children safe and healthy but some improvements are required to ensure this is robust.



## **2.2 How well do practitioners manage interactions?**

Staff set realistic boundaries, are good role models and use a consistent approach to managing behaviour, taking into account children's age and understanding. We observed that staff were generally very positive and warm in their guiding of behaviour. They praised the children when they behaved well, thereby reinforcing good behaviour. Children were quite familiar with the routines of the nursery day and this helped to give some predictability for them which also helped to manage behaviour. We saw most staff be respectful of the children and give them due warning of when activities or tasks were going to change and this also helped to make the children's time at nursery more predictable and less unsettling for them. No significant issues of unwanted behaviour occurred during the inspection. Staff managed small behavioural issues, such as snatching, with gentle verbal reminders and this was sufficient

Staff are able to manage interactions well and this has a positive impact of children's experiences at the service.

## **2.3 How well do practitioners promote children's play, learning and development and meet their individual needs?**

Staff provide a nurturing and caring environment in which children's development is suitably promoted. We saw that the children were comfortable to interact with staff whilst playing and that they responded to them with affection. We observed a member of staff begin to sing with a baby who was playing with a train track. She sang a song about trains for the child, in English and in Welsh, which the child enjoyed. In the main, staff have a suitable understanding of individual children and their needs and abilities. A key worker system is in place to support relationships between staff, children and families. The ethos of the Foundation Phase curriculum is promoted at this service. Staff plan focused activities based on the children's next steps on a day to day basis. Staff are aware of the principles of the Foundation Phase curriculum and were able to speak about the some of the skills they were hoping to develop in the children through the various activities they provided.

Staff promote children's development and well-being adequately through the play and care provided.

### **3. Environment**

#### **Summary**

Children have access to some good quality resources. The premises are secure, and most areas are clean and well maintained, providing a suitable child care environment. Some improvements to the environment are required to further promote children's care and their play opportunities.

#### **Our findings**

##### **3.1 How well do leaders ensure the safety of the environment?**

Children are cared for in an environment which is safe and secure, and mostly clean. We saw that premises are suitably maintained and decorated. The security of the service is good, with external doors controlled by staff to restrict unauthorised access. Outdoor play spaces are also secure. The Responsible Individual and the Person in Charge told us that they ensure cleaning routines at the service reflect good hygiene practice and effective infection control, including the regular cleaning of toys and resources on a rolling programme. We observed most areas to be suitably clean. However, we noted that the floors in baby unit were not suitably clean. The Person in Charge confirmed that the baby unit is not a shoe-free area, despite babies in both areas of the unit (older babies and younger babies) spending the vast majority of their time on the floor crawling and playing. We reviewed safety records and found that the service's Public Liability Insurance, periodic electrical safety certificate and annual gas safety certificate were up to date. A fire risk assessment is in place and records show that fire drills have been conducted on a regular basis. Staff also practice reverse evacuations with the children in the event that children need to be evacuated from the gardens back into the building. We examined the risk assessments in place for the service and found them to be a daily safety checklist which staff complete, rather than an assessment of the risks and how they are managed.

Children are cared for in a secure environment, which benefits from suitable maintenance and hygiene practices, but not all areas are suitably clean and risk assessments are not sufficiently detailed and robust.

##### **3.2 How well do leaders ensure the suitability of the environment?**

Children benefit from an environment which is generally suitable to their needs, but which requires some further work to ensure it is a warm and welcoming play space. On the first day of the inspection, we found the pre-school room did not present as a welcoming and attractive environment for children. However, by the second day of our visit, significant improvements had been made. Areas of nursery (such as role play, construction and small world) were more clearly available, they were much more

attractive and were better resourced. Similar work had also been undertaken in the toddler room and both spaces felt much more interesting and engaging. It should be ensured this worked is maintained and expanded to improve the experiences of children.

An additional garden area has been created for the toddler children adjoining their base room, with static painting easels and chalk boards. The rear garden has been fitted with artificial grass, climbing equipment and other large structured play equipment. The younger and older baby rooms have been knocked through in to one room to provide a more open plan layout. New carpet has been fitted in the toddler room, older baby room and dining area. We noted that the carpet in the younger baby room was a rough, hard wearing variety designed for heavy duty passageways. This is not suitable for the delicate skin of babies when they are crawling and playing on the floor. The Responsible Individual told us that replacing flooring in other areas had had to be prioritised until then, and that this carpet would be now be replaced as a priority.

We also noted that background music was playing almost constantly in the baby unit. For much of the time, two different music players were competing with each other at either ends of the unit (one in younger baby area and one in the older baby area). They were both often very loud and only occasionally were they used for a purpose. We also watched a singing activity staff did with the children without switching off the competing background music. This can impact on the children's ability to communicate and develop their speech.

The environment is generally suitable, but further work is required to ensure all areas meet children's needs and are welcoming.

### **3.3 How well do leaders ensure the quality of resources and equipment?**

Children benefit from an appropriate selection of toys and equipment that are appropriate and suitable to their needs, and which help to engage them in meaningful play. We saw that the resources at the service covered a range of play opportunities. Books were available in both English and Welsh. Most resources across the play rooms are stored at children's height so children can access them independently. In the older baby room, we saw some children bringing things out, themselves. However, this was not evident in the toddler room. The outdoor environments are well resourced and during the inspection we saw children enjoy their time spent outdoors. Children were able to play on ride-on toys, with messy play, in a mud kitchen and on large climbing equipment.

Children benefit from a suitable range of resources and equipment that promotes their all-round development. This helps to ensure they have a fun and engaging time at the service.

## **4. Leadership and Management**

### **Summary**

Parents and children receive a consistent, reliable, which is well run, with due regard paid to the regulations and National Minimum Standards for Regulated Childcare. The provider is committed to improving outcomes for children, reflecting on practice and is proactive in planning for improvements to the service.

### **Our findings**

#### **4.1 How effective is leadership?**

Children and parents benefit from a well run and planned service. The service has a Statement of Purpose in place which the Person in Charge told us is shared with the parents. This Statement of Purpose contains the information required by the regulations, is clear, and is kept under review to ensure it is always an accurate reflection of the service provided. We examined the service's policies and found them to be appropriate and thorough. The Uncollected Child policy requires one clarification. The records we saw showed that staff record appropriately accidents, incidents and any existing injuries children have when attending the service. Medication records contained the necessary information, but on not all occasions has it been ensured that parents had signed the permission for the medication to be administered. The registers of children's attendance are completed in a timely manner and contain all necessary information. Children's records also contained the required information to ensure staff are able to meet the children's needs.

Parents can be confident the provision is well run through good leadership and management, and with due care and attention paid to the regulations and National Minimum Standards.

#### **4.2 How effective is self evaluation and planning for improvement?**

Children and parents using the service are actively involved in defining and measuring the quality of the service. There is a system in place to ensure that a formal self evaluation of the service is undertaken on at least an annual basis. The Quality of Care report demonstrated that the service consults with parents, staff, children and relevant external agencies in order to review the quality of the service, and uses that information to set an action plan intended to improve the service over the following 12 months.

The service draws on first hand evidence and the views of stake holders to plan for improvements to the service.

#### **4.3 How effective is the management of practitioners, staff and other resources?**

The service is effective in managing staff, their time and prioritising activities responsively to ensure that children's care needs are met in a timely manner. We observed staff to be generally well organised and we saw that this allowed them to remain calm whilst delivering care. Robust procedures are in place to ensure the persons caring for children are suitable and qualified. There is a system in place to ensure that DBS (Disclosure and Barring Service) checks and mandatory training is renewed as necessary. We examined a sample of staff files and found that they contained all necessary pre-employment checks. Records showed that staff induction is undertaken in a planned manner, supervisions are conducted with each member of staff regularly and appraisals are undertaken annually. We noted that discussions had been undertaken with staff outside of formal supervision sessions, but that these discussions had not been recorded and added to the member of staff's file, which would have been of benefit.

The service is well organised and this has a positive impact on children's experiences.

#### **4.4 How effective are partnerships?**

Parents' and children's expectations about the service are matched by their experience. Children have their needs and preferences identified and parents know how these will be met. A child record form is completed for each child by their parent so that staff have all the information necessary to be able to provide care to the children and meet their needs. There are appropriate policies in place which outline how the service operates and copies of all policies are available to parents. A notice board for parents is located in the foyer of the nursery which shares lots of useful information about the service, as well as best practice guidance on several matters. Parents are kept involved and informed about their child's activities. Staff are available to talk to parents at the end of each day to inform them of how the child has been. The new owners have also introduced an open door policy, allowing parents to drop off and collect their children directly from their base room, which can help them to settle their children and improves opportunities for parents and staff to talk. A secure electronic app has been introduced for parents to view photos/videos of their children during their time at nursery. A new mail system has also been introduced for sharing information and quarterly newsletters with parents. Parents who responded to CIW questionnaires all confirmed they were satisfied with the communication in place between the service and themselves.

Children's needs are identified to ensure a good quality of care can be provided, and parents have all the information they need to make an informed choice about using this service.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

None

### **5.2 Recommendations for improvement**

- Opportunities for children's free choice in their play must be strengthened and their choices must be more fully respected by staff;
- the way in which snack is provided should be reconsidered to ensure that cleanliness is always considered;
- Welsh Government guidance on the provision of drinks (the drink and the container) must be followed to ensure the drink provision in the service is not detrimental to the children;
- fire drill records should also include the number of children who took part, which route out the building was taken and some evaluative detail to improve future drills;
- further work should be undertaken to ensure all playrooms are always welcoming and attractive to the children;
- the flooring in the younger baby room should be softer for crawling babies;
- further measures to ensure cleanliness in the baby unit should be considered;
- the use of background music must be reconsidered;
- risk assessments should be strengthened by addressing the specific risks in this service and being kept under review;
- any discussions around managing staff should be recorded, even if they happen outside of the formal supervision meetings;
- it must be ensured that parents always sign the permission when completing medication forms; and
- the Uncollected Child policy should clarify that the procedure would be followed once a child has passed their expected collection time, not only if it is closing time at the nursery.



## **6. How we undertook this inspection**

This was a full inspection undertaken as part of our normal schedule of inspections.

- One inspector undertook an unannounced visit to the service. We visited the service across two days to observe children and the care they received;
- we reviewed information held by CIW;
- we undertook a visual inspection of the premises;
- we spoke to a number of children throughout the visit. We also spoke to several staff present, and some parents. Staff and parents also provided written feedback to CIW by completing and returning questionnaires;
- we looked at a wide range of records. These included the Statement of Purpose, staff files, health and safety records, children's files and activity planning; and
- we also considered information provided to CIW as a concern in relation to staffing. Our observations and discussions with the Responsible individual and the Person in Charge reassured us that the concerns raised were unfounded.

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

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## 7. About the service

Type of care provided	Children's Day Care Full Day Care
Responsible Individual	Sarah Gardner Katherine Watkins
Person in charge	Ann-Marie Wakely
Registered maximum number of places	71
Age range of children	3 months to 12 years
Opening hours	7am to 6pm, weekdays
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	21 November 2016
Dates of this inspection visit	8 March and 14 March 2019
Is this a Flying Start service?	Yes
Is early years education for three and four year olds provided at the 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. 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>.</p> <p>The service is situated in a primarily English speaking area and the provider does not currently intend to offer or promote a Welsh language service.</p>
Additional Information: None	