



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

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**Children and Families (Wales) Measure 2010
Child Minding and Day Care (Inspection and Information for Local
Authorities) (Wales) Regulations 2010
The Child Minding and Day Care (Wales) Regulations 2010**

Inspection Report

Playworks - Tonysguboriau

**Playworks - Tonysguboriau
Stuart Street
Talbot Green
CF72 8AA**

**Type of Inspection – Baseline
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Summary

About the service

Playworks Childcare Limited is registered to care for a maximum of 40 children under eight years of age at Playworks Tonysguboriau. They also care for children over eight years of age. The club has been registered since December 2008. The club operates primarily from the school hall of Tonysguboriau Primary School. Children also have use of two playgrounds, a grassed area with climbing equipment and two woodland areas. The club sometimes makes use of classrooms adjoining the hall. The Responsible Individuals on behalf of the limited company are Katherine Watkins and Tessa Gully. Three people have been appointed Persons in Charge; Cerys Andrews, Bethan Morris and Michelle McKean. The service operates through the medium of English.

What type of inspection was carried out?

We (CSSIW) visited the setting on an unannounced basis within our normal inspection schedule. We conducted a baseline inspection which covered all four quality themes.

To inform our report we considered the following:

- a review of information held by CSSIW about the service, including previous inspection reports
- discussions with one of the Person's in Charge, staff and children. We also spoke to one of the Responsible Individuals after the inspection
- observations of activities and care practices
- examination of some policies, procedures and records.

What does the service do well?

No significant areas of good practice were identified that were over and above practice determined by the National Minimum Standards for Regulated Child Care 2012 (NMS).

What has improved since the last inspection?

No significant areas of improvement to the service were noted.

What needs to be done to improve the service?

There are no issues of regulatory non-compliance to report.

The following recommendations were made:

- consideration should be given to how staff can ensure that there are enough activities available that are sufficiently engaging throughout the time children are at the service
- the provider should ensure that NMS 10.12 is met by ensuring that at all times, one member of staff for every 10 children holds a current paediatric first aid qualification
- the service's Quality of Care review should be completed as a matter of urgency as it has been more than 12 months since it was last completed
- all parental permissions held on site (particularly parental permission for staff to seek medical treatment for children in an emergency) should be signed by parents
- the Behaviour Management policy should include further detail on techniques staff use to manage behaviour. It should also detail the sanctions that cannot be used to manage behaviour, as detailed in the regulations
- CSSIW's phone number should be updated in the Complaints policy
- it would be beneficial to create a separate Uncollected Child policy, separate from the Arrival and Collection policy, so that the procedure for this specific scenario is clear for staff

- consideration should be given to staff attending additional training in behaviour management to support them in their roles.

Quality Of Life

Overall, we found that children were secure, happy and comfortable with their carers and in their environment.

Children have choice and we observed them exercising that during the inspection, moving freely between activities which interested them, either independently or with the support of adults. When we first arrived at the service, the Person in Charge explained to us that the activities had been delayed a little from their usual routine as they had just spent the first part of the session doing a 'children's meeting'. The Person in Charge explained that this was an opportunity for children to raise any points they would like to discuss about the club and were also encouraged to make suggestions for future activities that they would like to do at club. These ideas would then be used to inform the planned activities that staff provided for the children. Once the children began playing, we observed that most of the activities were child initiated and they had free choice over which activities to engage with. We also saw when children requested additional resources from staff, these were provided.

Children are generally active and stimulated at the service because they have a range of experiences, including freely-chosen, unstructured and self-directed play. However, we found that children were not always positively occupied by the selection of activities available. Recorded activity planning is in place. The Person in Charge told us that staff plan one focused activity for each day, often based around a theme and heavily influenced by children's interests and prior requests. A further unplanned selection of activities is then set up by staff on the day, taking in to consideration the children attending and their likes and dislikes. The children are then able to request additional activities when they arrive. The Person in Charge told us that the club was keen to promote children's choice, particularly as they had already had a long day in school. The planned, adult led activity during the inspection was a firework themed crafting activity. This was available to the children from 5pm. Other activities available when we arrived were large construct blocks, board games and dolls. We saw children play happily at these activities for the short time before snack was ready. However after snack, children were not facilitated to engage well in activity for some time. The activities that had previously been available had been tidied up. Without an immediately apparent activity to engage in, children began to run around, became very loud and climbed on items of stored furniture. After they were spoken to about their behaviour by staff, the whole group began to play hide and seek. This was stopped by staff and they were told to play with the three activities that had been out before snack. Staff then made the planned craft activity available once snack had been cleared away. Consideration should be given to how staff can ensure that there are enough activities available that are sufficiently engaging throughout the time children are at the service.

Children benefit from good health and hygiene practices. We saw that all children were encouraged to wash their hands before sitting down for snack. Staff cleaned the tables before the children sat down and snack was served on appropriate crockery. Children's development is promoted through the provision of healthy food and drinks. Children were offered buttered toast, pear, cherry tomatoes, pineapple, grapes, orange segments, crackers and sliced chicken. They were offered a choice of milk or water to drink. Children served themselves buffet-style to their choice of snack. A child was nominated to pour drinks for the other children. Staff encouraged the children to be polite and use please and thank you at the table.

Quality Of Staffing

Overall, we found that children benefit from motivated carers who want to make a positive difference to the children's experience.

Children experience warmth and belonging and they were clearly familiar with staff, as good relationships were evident. Staff were able to speak to us knowledgably about the children and had an understanding of their families and lives beyond the club. Staff knew many of the parents by name as they arrived to collect their children and these relationships helped to ensure that good communication was maintained between the service and parents.

Children do not consistently receive care which is based on up to date knowledge of child development and child care practice. This is because we found that insufficient staff hold a suitable first aid qualification. On the day of the inspection we found that, based on the number of children present, at least two staff should have held a current qualification in paediatric first aid. However, only one member of staff did. We discussed this with the Responsible Individual and she confirmed that she was aware of this and that the second member of staff would be completing a relevant first aid course shortly. In future, the Responsible Individual should organise staffing to ensure that there are always sufficient staff with a paediatric first aid qualification working at the service each day.

Children are generally encouraged to manage their behaviour in a positive manner and there are some strategies in place to support this. Through discussion and examination of policies, the Person in Charge confirmed to us that staff take a positive approach to managing behaviour. We observed that staff used praise and encouragement to reinforce kind and positive behaviours during the session. However, many of the children were very excited and had a lot of energy during the inspection and this impacted negatively on their behaviour. When this became the case, we found that staff were not always confident in addressing the behaviour and we felt that there were not sufficient strategies in place to support staff in this. Consideration should be given to staff attending additional training in behaviour management to support them in their roles. Also, the Behaviour Management policy should be amended to include further detail on techniques staff use to manage behaviour and to detail the sanctions that cannot be used to manage behaviour, as set out in the regulations.

Quality Of Leadership and Management

Overall, parents and children experience a reliable service.

Parents have all the information they need to make an informed choice about using the service. When parents visit the club they are provided with an information pack. This contains a copy of the club's Statement of Purpose for future reference. A copy of core policies was available on site for parents to see if they wished. We examined the service's policies and found them to be generally comprehensive, clear and reviewed on a regular basis. A small number of policies would benefit from some minor amendments and we gave these details to the Responsible Individual.

Children have their needs and preferences identified and parents know how these will be met. The setting had child record forms which recorded the information required by the regulations to ensure the setting had sufficient knowledge of the children to be able to meet their needs. These forms asked for children's likes and interests, any health needs, the languages within the home etc. However, we found that not all records had been signed by parents to authorise parental permission for staff to seek medical treatment for a child in an emergency. This should be addressed as a matter of urgency.

Children and parents benefit from a well run and planned service. We examined records and found them to be generally well maintained. Accident records were completed appropriately and signed by parents to acknowledge the entry. Registers of children's attendance held the required information and were completed throughout the session. Valid public liability insurance was in place for the service.

Parents and children using the service are involved in defining and measuring the quality of the service. The nursery consults with parents, staff and children as to the quality of the service provided and has used the feedback to inform an annual Quality of Care review. However, we found that no review had been undertaken since July 2014 which is over the maximum 12 month period allowed by the regulations. We discussed this with the Responsible Individual and she told us that they had decided to move the annual review from July to September to try to get more feedback from parents. However, this inspection was undertaken in November and parents, staff and children had not yet been consulted with. We put this to the Responsible Individual and she confirmed that the service was in a position to be able to complete the consultations immediately after the inspection. The service's Quality of Care review should be fully completed as a matter of urgency as it is overdue.

Quality Of The Environment

Overall, children experience a light, airy and spacious environment which is suited to their needs. The club operates from the school hall. It also has use of classrooms adjacent to the hall if it is being used for other after school activities, but the Person in Charge told us that this was not a common occurrence.

Children have opportunity to develop skills and experience time out of doors. The club has use of two playgrounds, a grassed area with climbing equipment and two woodland areas. We did not see children accessing the outdoor during the inspection as the weather was particularly poor and it was already becoming dark outside, but staff told us they made good use of the outside space.

Children find it easy to do things for themselves or with minimum support because of the layout of the space available to children. Toilets are located close to the play space of the after school club which means that children are able to access them independently when they want. The children are familiar with the classroom and hall environments and we observed the children be confident to explore and use the space as they wished to develop their play.

Children's safety is promoted within the setting because the facilities are well maintained. We examined the risk assessments in place at the service and found them to be comprehensive. The records demonstrated they were reviewed on a regular basis. We also saw that risk assessments were in place for activities that were undertaken. We found that children were secure at the service because access is restricted; parents had to ring a door bell and be let in by staff when they came to collect their children.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.