



Inspection Report

Heaven`s Little Treasures Flying Start Playgroup

**45 Wern Bank
Briton Ferry
Neath
SA11 2NA**



Date Inspection Completed

10/12/2020

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About Heaven`s Little Treasures Flying Start Playgroup

Type of care provided	Childrens Day Care Full Day Care
Registered Person	Mark Sherwood
Registered places	26
Language of the service	English
Previous Care Inspectorate Wales inspection	Manual Insert 25 November 2016
Is this a Flying Start service?	Manual Insert Yes
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service.

Summary

This was a focused inspection that primarily considered the leadership and management theme. We did not consider the well-being, care and development or environment theme in detail.

Children are settled and happy at this playgroup. They have a sense of belonging. Appropriate procedures are in place to keep children safe and healthy and the environment is generally safe and well maintained.

The person running the service has systems, policies, procedures and records in place that are suitable for the running of the playgroup. However, improvements are needed in some areas, of the playgroup to ensure it remains compliant with regulations. The person running the service develops strong relationships with parents.

Well-being

As this was a focused inspection, we have not considered this theme in full.

Children have some opportunities to make choices. They choose where they would like to play during the session and communicate competently through simple verbal and non-verbal communication, as they know staff listen to them.

Nearly all children are content and express enjoyment, arriving at the service settled and happy. They have a sense of belonging and are becoming familiar with routines. For example, nearly all children tidied up and made their way to the carpet area when the bell rang for registration.

Interactions between children and adults are generally positive. Children smile at each other and go to care staff when they want support. Some children co-operate and are generally interested and engaged. Nearly all of the children play alongside each other. They play well for their age and are developing friendships. For example, one child showed concern as they thought that a child was squashed at the window. When a staff member reassured her that the child was ok, she smiled and returned to play.

Children are mostly engaged in their play and learning. They spend an appropriate amount of time depending on their stage of development playing in different areas. They experience free play with some focused activities undertaken. They join in with circle time activities and thoroughly enjoy singing Welsh and English songs.

Children have some opportunities to develop their independence skills enabling them to do some things for themselves successfully. However, they are not always given opportunities to try things for themselves first. For example, children had their coats and bags hung up for them when they arrived at the service.

Care and Development

As this was a focused inspection, we have not considered this theme in full.

Nearly all care staff work appropriately to keep children safe and healthy. They are aware of children's dietary needs and implement appropriate cleaning and hygiene practices. Nearly all care staff wear appropriate PPE to prepare and serve snack, as well as, sanitising their hands regularly. They follow COVID procedures and keep socially distanced from other adults. There is a safeguarding policy in place. However, this did not contain the relevant up to date information needed to be fully effective. Since the inspection, the person running the service has provided us with a revised safeguarding policy. The person running the service and care staff know what they need to do if they have concerns about a child. They were not clear about what to do if allegations were to be made about an adult working at the playgroup. The person running the service obtains parents' permission to administer medicines as part of registration process. Children who have on-going medication such as asthma inhalers do not have individual permission forms so that parents can sign to say they have been informed if the inhaler has been given. The person running the playgroup told us they do not have a system in place to ensure that medication such as inhalers are always available on site when the relevant children are present.

A few care staff generally implement positive behaviour management strategies. For instance, children were encouraged to use 'walking feet' when going to wash their hands for snack. However, not all care staff implement the strategies set out in the behaviour policy. For example, they do not always use discussion or distraction techniques to divert children from a potentially difficult situation. The majority of care staff are responsive; they listen to and support the children in their chosen activity. For example, they joined in with children at the home corner, asking questions like *"what shall we feed the baby? Do you think that is a good choice?"*

The majority of care staff recognise and react to children's non-verbal communications and their use of early language. Care staff offer some opportunities for children to develop their independence skills. For instance, one care staff member encouraged children to roll up their sleeves before going to wash their hands for snack. However, care staff currently have reduced opportunities to develop children's independence skills due to limitations made necessary by the COVID-19 pandemic.

Environment

As this was a focused inspection, we have not considered this theme in full.

The immediate environment of the playgroup is safe and well maintained. There is a good range of resources, furniture and facilities that are appropriate for the age of the children who use the playgroup.

Good risk assessments are in place that include recent considerations of the measures needed to reduce the risks of Covid19. The person who runs the playgroup ensures that they carry out fire drills each term although the records of these could be more detailed.

We found that the person running the playgroup does not have up to date records of some building maintenance checks. Some of these checks, such as the Portable Appliance Testing, have been carried out since the inspection.

Leadership and Management

The person running the playgroup has the documents and records needed to run the service. However, we found that many of these contain out of date information and do not accurately reflect the current service or fully meet the regulations or national minimum standards. Since the inspection, the person running the service has revised some of the documentation including the Statement of Purpose and the Safeguarding policy.

During the inspection, we found that the person running the playgroup records which children and care staff are present during each session. However, they did not record the actual time of arrival and departure of individuals. This meant that they were non-compliant with regulations as we cannot be certain at all times who is present or which care staff are looking after which children, for example if someone leaves or arrives at a session early or late. Since the inspection, the person running the service has assured us that they now do this and has provided evidence as to how they intend to record it. The registered person is also the person in charge on a daily basis and works well with care staff to provide a culture where children, care staff and families are valued.

The person running the playgroup produces a Quality of Care report that takes into account the views of parents. It is not self-evaluative and did not record the views of children or care staff as is required by the regulations. Since the inspection, the person running the playgroup has taken action that means the report is now compliant with regulations.

The person running the playgroup generally follows adequate recruitment procedures although occasionally they do not carry out some of the checks, such as the required Disclosure and Barring Service (DBS) checks, until after a member of the care staff has started working at the playgroup. The person running the playgroup has a system in place for induction training, regular supervision meetings and annual appraisals. The records of these meetings do not include details of the conversations or agreed development targets. All the care staff we spoke to told us they enjoy working at the playgroup and feel well supported by the person running the service.

The person running the playgroup and the care staff develop very good relationships with parents. We spoke to three parents who all told us they are very happy with the playgroup and their children enjoy attending. They were especially complimentary about how well all the adults work with them when settling their children into the playgroup. The parents we spoke to felt well informed about their children's progress and said they would be confident to speak to the person running the playgroup if they had any problems. The person running the service accesses external professionals as they need to for support through the Flying Start service.

Areas for improvement and action at, or since the previous inspection

None		
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Areas where immediate action is required

None	
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Areas where improvement is required

Ensure consistent records are maintained of the hours children attend that also identify the care staff who are looking after them.	Regulation 30 (1) (a)
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We have not issued a priority action (non-compliance) notice on this occasion. This is because there is no immediate or significant risk to or poor outcomes for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection

Recommendations to meet with the National Minimum Standards

R1 – Ensure that all policies, procedures and documents reflect current practice, are dated, reviewed regularly, updated as necessary and contain appropriate detail; and ensure that all care staff know and follow all policies and procedures.

R2 – Ensure essential medication needed for children is available at the playgroup when the relevant child is present, permission to administer any medication is sought on each occasion it is needed and parents sign the medication form to acknowledge when it has been administered.

R3 – Ensure all relevant periodic building maintenance checks are carried out in a timely fashion and the certificates are available for inspection.

R4 – Consider developing the Quality of Care Report to be more reflective and evaluative so that it can be used to inform action plans.

R5 – Ensure all relevant checks for new care staff are carried out before they start work.

Date Published 05/03/2021

No noncompliance records found in Open status.