



Care and Social Services Inspectorate Wales

**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

Play Tots Brynna Playgroup LCDP

**Brynna Community Centre
Church Street
Brynna
CF72 9QP**

**Type of Inspection – Baseline
Date of inspection – Thursday, 26 November 2015
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Summary

About the service

Play Tots Brynna Playgroup, which is part of Llanharan Community Development Project Limited, is registered with the Care and Social Services Inspectorate Wales (CSSIW) to provide care for up to 32 children under the age of eight years. The playgroup operates every morning term time only.

There is a Responsible Individual (RI) and a Person in Charge (PiC) with day to day responsibility for the running of the playgroup.

The main language of the service is English with some incidental Welsh promoted.

What type of inspection was carried out?

This was a scheduled, unannounced baseline inspection which looked at all four quality themes. Evidence for the report was gathered from a range of sources including:

- records held by CSSIW
- conversations with parents and children
- discussion with the deputy and staff
- observation of care practice and interactions between staff and children
- five CSSIW parent questionnaires
- sampling of some service records
- visual inspection of the premises.

What does the service do well?

There was effective use of incidental Welsh to encourage children's understanding of the language.

What has improved since the last inspection?

The layout of the room has changed to make more defined play areas and the morning routine has changed so that children now come into the building and can play straight away.

What needs to be done to improve the service?

There were no areas of non compliance identified at the inspection.

Recommendations were made to improve outcomes for children:

- regular monitoring of the temperature of the play room to ensure that it complies with regulations and National Minimum Standards
- further development of the Review of Quality of Care report to include parent and children's views.

Quality Of Life

Overall, we (CSSIW) found that the needs of children were met. They benefitted from a warm and respectful approach and there was a good range of play opportunities to maintain children's interest.

Children have opportunities to learn, follow interests and develop skills. This is because there is a good range of play resources available to children to promote their learning and development. We saw that throughout the morning session there was a combination of structured and free play opportunities. Welsh songs were used productively during circle time to develop children's understanding and knowledge of the weather and days of the week and all the children seemed to enjoy the opportunity to sit together. One child was allocated the role of counting the group and this helped all the children extend their understanding of numbers over 20. Named cards were laid out on the floor next to coloured boxes and each child in turn identified their own name and posted the card into the correct box. Whilst this activity was taking place staff praised and encouraged the children and the activity was a positive learning experience. During free play children moved around the room and happily choose the toys that interested them. Some children played with blocks and construction toys, whilst others enjoyed the home corner. One activity involved the children cutting out shapes and sticking them on paper to make a Christmas tree which promoted their fine motor skills. Another activity involved a member of staff painting the children's feet and hands and pressing the prints onto paper to provide a template for a Christmas design. We spoke to a group of children and they told us they liked the playgroup and liked the trucks and play dough.

We found that children are encouraged to gain independence and self – help skills because care practice is unrushed. We saw that children were prompted to wash their hands, encouraged to help tidy resources away and at snack time they poured their own drinks. They were confident in accessing resources without help and the children enjoyed attempting tasks independently, such as rolling out play dough, making shapes and threading.

Children are encouraged to manage their behaviour in a positive manner and there are strategies in place to support this. We observed some minor behaviour issues which the staff dealt with in a calm and relaxed manner. Children were spoken to kindly and encouraged to take turns and share to promote good manners and behaviour.

In the playgroup children benefit from good health and hygiene practices because attention is paid to appropriate hygiene procedures and nutritional snacks are offered to promote a healthy approach to food. Children provided their own lunches but snacks were provided by the playgroup which on the day of the inspection consisted of grapes, apples, banana and cucumber slices. The playgroup is part of the Design to Smile initiative and has a silver award. We saw a teeth cleaning activity after the snack break which promoted children's understanding and awareness of good dental hygiene practices. The staff encouraged the children to follow good hygiene practices and we saw that children washed and dried their hands before eating to reduce the risk of cross infection.

Quality Of Staffing

Overall, we found the staff team to be motivated and caring with a genuine interest in the welfare of the children. There was a warm and relaxed atmosphere throughout the session and the staff were patient and attentive to the needs of the children.

Children receive timely care and support because the staff are aware of their needs. We spoke to a number of staff and they were able to outline children's development and their individual needs. They were aware of those children who required more supervision and assistance and those children who were more independent. We observed a number of activities where staff helped children and supported their learning. Children were asked what songs they wanted to sing and made to feel that they were able to make choices. We spoke to a number of parents all of whom praised the care provided by the staff team. Comments in the parent questionnaires included: *'all staff friendly and approachable,' 'staff work hard and have a lovely relationship with the children and 'staff demonstrate a caring nature.'*

Children receive care which is based on up to date knowledge of child development and child care practice as the staff team are suitably experienced and qualified in the child care field. Records showed that one member of staff was working towards a level 3 qualification in child care, two members of staff were qualified to level 5 and the rest of the staff team held level 3 qualifications in child care. Regular training had been offered which included food hygiene, child protection, literacy and numeracy, infection control and Tiny Tots and Rhymes.

Within the playgroup the welfare of children is promoted by carers who know what to do in an emergency. This is because the staff group had undertaken paediatric first aid training. This means that they are aware what action to take should an emergency situation arise to support the welfare of children in their care.

Quality Of Leadership and Management

Overall, we found that the playgroup was run with due reference to Regulations and National Minimum Standards.

Children and parents using the service are actively involved in defining and measuring the quality of the service. We saw that the service questionnaires had been sent out and that the views of parents and children had been canvassed as part of the quality assurance process. However, those views had not been incorporated into the Review of Quality of Care report and this should be considered when the next review report is completed.

Parents have all the information they need to make an informed choice about using the service. This is because they are provided with sufficient information about the playgroup prior to their children attending. Parents told us that they were given information about the service and what it offered before their children started. The Statement of Purpose outlined the key facilities and services provided and all parents were given a welcome pack which contained information about fees, times, routines, complaints and the staff team. The parent questionnaires returned to CSSIW confirmed that parents had information about the service. Comments included: *'We had a starter pack... containing all details of the nursery,' 'All admission forms, all required policies, sickness policies and various permission forms in a starter pack.'*

Children and parents are confident that their complaints will be taken seriously and acted on. We saw that there was a clearly written complaints policy and procedure in place and should parents or children want to make a complaint they would have the necessary information available to do so.

Children and parents benefit from a well run and planned service. We saw that the Public Liability Certificate was up to date and attendance registers had been completed. The policy and procedure file was organised and staff had signed to state that they had seen and read the service policies and procedures. Accident records were up to date and had been signed by staff and parents. There was a staff/volunteer handbook which included key information for staff on setting up, health and safety, food preparation and activities. Parents were kept up to date about their children's development through written reports which covered the progress their children had made in relation to the Foundation Phase. There were 'My Learning Journey' booklets which children took with them when they transferred to school and all children had individual play plans which identified their strengths and targets for improvement. We looked at a number of contracts and they contained relevant information including parental consent and information on emergency contacts. Parents we spoke to said that they were happy with the way the service was run and had no complaints. These comments were replicated in the parents questionnaires returned to CSSIW. Parents replies included comments such as: *'This play group is amazing,' 'It is a very well run nursery,'* and *'Pleased with the organisation and structure.'*

Quality Of The Environment

Overall, we found that children benefitted from a suitable environment to meet their needs. There was ample space provided for the children to play and they were able to move freely between resources.

We found that children are cared for in a comfortable environment that is suited to their needs. There was a large, spacious play room for children to use and a smaller play area which was used for circle time activities and messy play. The staff had ensured that tables and play equipment was set up before children arrived and this meant that the children were able to immediately go and play with resources. Since the previous inspection the deputy told us that changes had been made to the layout and areas were now more defined. We noticed that there was a small book area with comfortable seating for children to use and tables and chairs were of a suitable height for children. There was a home corner which was used frequently by the children and a construction corner, dressing up area and a listening and instrument area for those children who had a particular interest in music. The main play room consisted of a raised stage area at one end which was not used by the playgroup and a larger play area which they did use. The stage was draughty as there was an air duct located in this area and the thermometer located on a wall showed that the temperature was 16 degrees centigrade, below the recommended 18 degrees centigrade suggested in National Minimum Standards for Regulated Child Care 2012. The large space used by the children felt warmer but there was no thermometer to check that the daily temperature adhered to National Minimum Standards and we discussed this matter with the deputy. In the second, smaller play room there was sand, water and creative materials for children to use. On the day of the inspection the deputy told us that the outside space was not in use as maintenance was taking space but that the area was used on a regular basis and large play equipment, such as bikes and scooters were provided for children to use to promote their gross motor development. We were able to see that there was a concrete area and a grassed public play area which the playgroup was able to utilise.

Parents can be confident that the premises are safe and well maintained as suitable checks are made. We saw that the fire log register was up to date. The kitchen area which was shared with other services presented as clean and was equipped with a fire blanket and extinguisher. The nappy changing area presented as clean, as did the toilets which were equipped with suitable hand washing and drying facilities. Appliance checks had been undertaken in August 2015 which covered gas and electrical appliances and services.

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.