Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

The Venture Wrexham Ltd

The Venture
Garner Road
Wrexham
LL13 8SF



Date Inspection Completed

16/05/2023

About The Venture Wrexham Ltd

Type of care provided	Childrens Day Care Sessional Day Care
Registered Provider	The Venture (Wrexham) Ltd
Registered places	26
Language of the service	English
Previous Care Inspectorate Wales inspection	19 June 2017
Is this a Flying Start service?	Yes
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.'

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Well-being	**Excellent**
Care and Development	**Excellent**
Environment	**Excellent**
Leadership and Management	**Excellent**

For further information on ratings, please see the end of this report

Summary

Children are very happy and settled at the playgroup. Children have plenty of support to learn through their play and to develop their independence. They are thriving emotionally, socially, physically, and intellectually.

Staff fully understand their roles and responsibilities to keep children safe and healthy. They are suitably qualified and have an excellent understanding of child development, children's behaviour is therefore very good. Staff interactions are positive and demonstrate patience, warmth, and kindness. Staff have a responsive approach to activity planning and focus on children directing their own play well in line with the new curriculum in Wales.

People who run the setting ensure all areas are safe, secure, and clean. Policies and procedures are in place to support staff and ensure they keep up to date with all health and safety requirements. The premises are child friendly, bright, stimulating and extremely well resourced.

People who run the setting are aware of their responsibilities to adhere to regulations. They exceed the National Minimum Standards and operate with a clear vision for the service which emphasises a child centred approach, partnership with parents and the active promotion of children's all-round development. Those who run the setting demonstrate a strong commitment to a continual drive for improvement. Parents are happy with the way in which 'The Venture' is run and appreciate the work the setting does to improve outcomes for children.

Well-being Excellent

Most children are confident speakers and communicate their needs effectively to staff. They are listened to, which makes them feel they really matter. Some children are developing their speech and are comfortable to respond when prompted to use words. All children use sign language at mealtimes, when listening to stories, singing songs, and joining in at circle time. Children routinely use photographs for self-registration, and to make choices by pointing to them to show what they would like to play with, and emotion emojis to express how they feel. Children choose activities and toys to play indoors or outdoors. They excitedly play with sand, adding numerous small loose parts and water as they wish.

Children are extremely settled and comfortable in their surroundings. They are kind and caring, respond well to instructions, and complete daily routines willingly. Sessions begin with children and their parents/carers being warmly greeted at the gate. Children benefit enormously from the positive interactions they receive from staff who are excellent role models. Children learn to treat others in a similar way.

Children's behaviour is very good because of the responsive attention they receive. Some children have an 'Early Days Plan' to support those having difficulties when settling in. Children learn to share, take turns, and to be kind and caring towards their friends. They enjoy the social occasion of mealtimes and sit nicely at the table. Children are polite and use good manners, with only a few in need of a reminder when answering 'diolch' ('thank you' in Welsh).

Children are continually stimulated and very interested in their play. They really enjoy learning new things and are thriving emotionally, socially, physically, and intellectually. Children are constantly being stretched and challenged by staff who have high expectations of them and provide the support they may need. Children are often praised for using their imagination and coming up with their own ideas such as painting with two hands and creating their own train track. They explore new challenges such as putting on their shoes by themselves and are pleased when they achieve something new. Children like to tell others about what they have been doing, and this boosts their self-esteem when staff show an interest and suggest something new and exciting to extend their learning.

Children feel extremely well supported by staff to develop their self-help skills and independence. They are positively encouraged to think for themselves and to find their own answers to problems and challenges they face. The majority confidently put on their own aprons to paint, clean their teeth, and pour their own drinks.

Care and Development — Excellent

Staff fully understand their roles and responsibilities to keep children safe and healthy. Policies and procedures cover all aspects of the children's care and safety which are reviewed regularly and shared with staff. Most staff have significant experience and in-depth knowledge of childcare. All have first aid certificates and have attended appropriate safeguarding training for their role. Staff and child attendances are recorded and these show staff to child ratios are fully met. Staff practice fire drills regularly, however these could be more detailed and evaluated. Procedures for recording accidents, incidents and the administration of prescribed medications are suitable, with parents being informed and signing forms as required. Staff competently implement best practice to promote healthy eating and lifestyle programmes, such as 'Tiny Tums' 'Design to Smile' and the 'Healthy and Sustainable Pre-School Award'. They follow good hygiene procedures when cleaning play areas and promote good handwashing routines to minimise cross infection. Snacks are planned over a three-week seasonal cycle and include healthy and substantial snacks with water and milk to drink. Staff encourage children to play outdoors in the fresh air to develop their physical skills and to boost their well-being.

Staff have an excellent understanding of child development. They are responsive; listening to children's requests to play and respecting their views when they want to do things their own way. Staff interact positively and demonstrate patience, warmth, and kindness. They successfully promote positive behaviour and celebrate with a child when they see this. They use distraction techniques well and offer a few kind words for example to explain why running indoors is not appropriate. Staff reassure children often and comfort them when it is appropriate to do so. Such positive warm interactions create a clam and relaxed child centred atmosphere.

Staff have a responsive approach to activity planning and focus on children directing their own play well. The majority of staff recognise when to intervene to extend children's play and when to step back and allow them to develop their own ideas, further training around intervention would be beneficial for new staff members. Staff plan for activities appropriately and successfully provide the support needed for children with additional learning needs (ALN). All staff have access to really detailed individual progress reports, which help them to better understand the needs of those children they are keyworkers for. These documents are also shared with parents regularly and used effectively in partnership with staff and key workers. Many children benefit from a secure attachment to a member of staff who is aware of their next steps in learning. Staff have 'One Page Profiles' for children, with targets based on what is important to the child, and how they can be best supported. Staff monitor progress closely and consult with specialist agencies.

Staff raise children's awareness of their wider society creatively. For example, they use authentic cultural artefacts, educational posters, photographs, and books. People who run the setting ensure it is an inclusive provision. They value and embrace the benefits of

having families using the setting with additional languages, and different cultural backgrounds.

Environment Excellent

People who run the setting ensure all areas are safe, secure, and clean. Policies and procedures are in place to support staff and ensure they keep up to date with all health and safety requirements. Daily checklists and procedures are used effectively. For example, checks when opening and closing the building. When welcoming visitors to the setting, staff inform them of fire evacuation procedures and any risks and sensitive matters concerning the children. Risk benefit assessments with photographs are in place for 'The Venture Children's Centre' and specifically for the playgroup activities and areas. Current infection control guidance is followed and updated in response to outbreaks of infections. Portable handwash stations are in use across the provision in addition to those basins in use in toilet facilities. Information is displayed to inform everyone about how they should deal with emergencies.

The premises is set out to provide a welcoming, calm, and stimulating environment, which creates a good feeling of being safe, secure and a sense of belonging. Space is provided for children to hang their coats and a tub is used for personal belongings such as toys. The playroom is dimly lit with lamps and twinkling lights in place of the overhead large lighting units. Children's independence is promoted as they can freely explore the indoor and outdoor areas, making their own choices about what they want to play with and where. The environment is adapted to suit individual needs when needed. For example, tables are moved closer together to allow children to move between them when focusing on developing a child's mobility. A large undercover area ensures children can be outdoors in all weathers. There is an enclosed grassed area with several wooden huts and large loose parts, climbing equipment. The sand pit and suitable surfaces for ride on toys are found in the covered area. Toys and resources are suitable for the age and stage of development of children. For example, appropriately sized furniture such as a child size sofa and armchairs can be found in the home corner, along with real crockery, dressing up clothes, kitchen utensils and twinkling lights. Outdoor and indoor areas are attractively organised and promote active learning. The people running the setting make sure children have some opportunity to learn about the natural world and have organised areas for children to plant their own fruit, vegetables, and flowers, and to learn about wildlife.

There are a variety of good quality developmentally appropriate play and learning resources indoors for children to be offered an excellent range of learning experiences. A stimulating campfire area was set up on artificial grass with logs and stones, nature books, magnifying glasses, and a variety of pretend insects and mammals. There are resources to develop children's sensory, language, numeracy, and self-awareness skills. In the music den there are light boxes. There is a good variety of recycled, authentic, and sustainable resources to develop children's curiosity. These are displayed around the room. Children's artwork is celebrated, and photographs are displayed nicely on the walls showing their efforts are valued.

Leadership and Management — Excellent

People who run the setting are aware of their responsibilities and adhere to regulations. They exceed the National Minimum Standards and operate with a clear vision for the service which emphasises a 'child centred' approach, partnership with parents and the active promotion of children's 'all-round' development. They notify Care Inspectorate Wales (CIW) of significant events and changes to the setting. The setting benefits from the effective support provided by an administration team. The statement of purpose provides parents with the information they need alongside policies and procedures. Parents are aware of the lines of accountability at 'The Venture', and leadership within the setting. The person in charge/manager is visible, approachable and responds to concerns and anxieties from parents and carers swiftly. For example, when working with a family to ensure children eat the suitable snacks provided at the setting. The support offered to families extends beyond the care of their children in the playgroup, as families are also supported to provide the best outcomes for their children at home. The people running the setting have a good understanding of their responsibility to promote the Welsh language and this is being further developed.

Those who run the setting demonstrate a strong commitment to a continual drive for improvement. There are appropriate and successful systems in place. They seek the views of staff, children, parents, and professionals who have links to the setting. All staff are open to new ideas and are willing to try out different ways of working. They display a willingness to learn, promote best practice and value feedback from umbrella organisations, external auditors, the local authority, and regulators. Those who run the setting effectively secure funding to improve outcomes for children; their most recent project is the development of their sensory room.

People who run the setting ensure staff know they are valued, are given clear direction and their potential is developed. Staff spoke of support from those who run the setting, a commitment to training, and a strong culture of continuous professional development. These are modelled by the manager and evidenced in staff files. Those who run the setting ensure staff update mandatory training and attend additional training such as responsive planning, autism awareness, speech and language awareness, healthy eating, and loose parts. There is evidence of regular supervision meetings which link into an annual appraisal process. People who run the setting ensure meetings are used to develop individuals' confidence. For example, dealing with parents, monitoring children's progress, implementing new initiatives and organising fun nights for staff. An administrative officer ensures all staff files, records which address safety at the setting, and suitability checks are up to date and available. All staff and a few professionals working with the setting, provided feedback to the setting which confirmed the people running 'The Venture Playgroup' are '*supportive and approachable'* and that they really enjoy their work.

Those who run the setting work closely and positively with parents to meet children's needs and to keep them informed of their child's development. Parents we spoke to said how happy they were with the setting, and how the setting benefits their children and the local community. They describe the setting as amazing. They spoke about trips to the zoo and initiatives to help families bring down the costs of living by preparing and cooking fresh foods cheaply. Strong partnerships have been established with organisations such as 'Together Achieving Change' (TAC), foodbanks, and healthcare professions who provide support to the setting, children, and families. Good practice is shared with other childcare providers, and prominent figures have visited to see what the playgroup has achieved. Such experiences provide encouragement to the children, their families, and the people who run and work at the setting.

Summary of Non-Compliance	
Status	**What each means**
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status

N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

National Minimum Standards	
Standard	Recommendation(s)
Standard 7 - Opportunities for play and learning	The principles of the curriculum are understood and applied. Staff need to be trained to know when to intervene when children are playing and when to stand back and observe.

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

Best Practice
Recommendation(s)
Records for fire drill practices, accidents and incidents should be completed with enough detail to enable the event and outcome to be evaluated. Details such as what could be improved and what went well must be considered.

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.

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