Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Little Acorns (Moorland and Broadmead Park) Playgroup

Newport East Community Centre
Moorland Park
Newport
NP19 4NA



Date Inspection Completed

06/02/2025

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About Little Acorns (Moorland and Broadmead Park) Playgroup

Type of care provided	Children's Day Care Sessional Day Care
Registered Person	Lynn Rusic
Registered places	20
Language of the service	English
Previous Care Inspectorate Wales inspection	13 July 2018
Is this a Flying Start service?	Yes
Does this service promote Welsh language and culture?	This service is not making a significant effort to promote the use of Welsh language and culture.

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

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

Summary

Children are content and settled within the nursery. They have formed relationships with each other and staff, which helps them feel safe and valued. They understand routines and are beginning to learn the difference between right and wrong. Children make some choices about how they spend their time, and they are confident and secure in their environment. Children have adequate opportunities to develop skills.

Staff are professional and enjoy their work. Staff are kind, caring and interact well with children. They keep children safe and implement suitable routines, policies and procedures. Staff manage behaviour appropriately and have realistic expectations. They make some recordings of children's development and have basic written activity planning to support staff in encouraging children's development.

Managers ensure the premises are secure and safe. They provide a welcoming and suitably organised environment. Play areas and equipment are adequately clean and maintained. Many resources are plastic, single-purpose toys, with little inclusion of natural materials and open-ended resources which would enrich children's experiences.

Leadership and management is inconsistent. Managers have high expectations regarding the standard of care provided, but some areas need attention. They have suitable policies, procedures and recording systems in place. In most areas, staff are appropriately qualified. However, managers have not ensured that all staff have the necessary safeguarding training to meet the revised requirements of the National Minimum Standards. Staff have not received formal one to one supervisions with the regularity expected. Managers undertake some quality monitoring and produce a report, although it does not support them to make improvements across all areas. Parents speak highly of managers, staff and the care their children receive.

Well-being — Adequate

Children have a voice and staff value the children's communication. Children move around the play space freely and join in with activities happily. They can make some choices about how they spend their time from the activity selection made available by staff. Children's likes and interests influence activity provision, and staff explain that children can engage with the activities in whatever way they wish and take them in whatever direction they want.

Children are content and settled at the nursery. They have developed reliable relationships with staff and are confident to approach them for guidance or comfort. Children settling in benefit from staff who are warm and considerate of them, providing lots of comfort and encouragement. Children frequently approached staff for reassurance and affection, gesturing for hugs or to sit on their lap. Warm relationships are evident. Children form friendships at the setting in line with their age and stage of development. We saw children playing happily together and alongside one another as their ages allowed.

Children are beginning to learn to co-operate, take turns and share, and develop sensitivity to the emotions of others. Children are very young (most only 2 years) and so they are just beginning to learn the ideas of sharing and their impact on others. This learning curve results in some conflict, which staff assist with resolving by guiding the children. Children are doing well learning the routines of the setting and what is expected of them, they sit very quickly at tidy up time or story time. Children enjoy the praise they receive for positive behaviour.

Children find some enjoyment in their play and concentrate on activities for an appropriate amount of time. We saw children were active and curious throughout the inspection. They moved freely around their play space, interacting with toys that staff had laid out. Most children are engaged for large amounts of time. They receive encouragement and feel a sense of achievement. For example, children enjoy playing with roleplay toys alongside one another. They enjoy playing outside when they go out as a group. They engage with a sand, balancing, and puzzles. Children benefit from substantial periods of uninterrupted time to explore and develop their play.

Children are developing suitably in line with their age and stage of development. They practice physical skills such as balancing in the garden, and through mark making and puzzles. Children can do some things for themselves, such as access the toilet facilities. Systems are in place to ensure additional support is provided for children where needed, for example staff liaising with external agencies for additional learning needs.

Care and Development — Adequate

Staff are clear about their responsibilities and have sound knowledge of how to keep children safe and healthy. Staff provide children with regular access to physical exercise and fresh air outdoors. The setting undertakes the Designed to Smile toothbrushing scheme with the children to promote oral hygiene. Children have nutritious snacks and free access to drinking water throughout their time at the setting. Staff know how to raise safeguarding concerns. They speak suitably about safeguarding procedures and know managers will be responsive to any concerns they raise. Staff follow procedures for recording the administering of medication, accidents, incidents and existing injuries.

Staff set realistic boundaries, are good role models and use a consistent approach to managing behaviour, taking into account children's age and understanding. They guide behaviour positively and praise children to reinforce good behaviour. Staff encourage children to interact and learn to take turns, such as during circle time activities like 'Tap tap box', where children take it in turns to select an item out of a box and sing an associated song. They also encourage children for making a good effort. We saw children respond well to this approach.

Staff provide a nurturing and caring environment in which they promote children's play and well-being appropriately. They have a relaxed, happy and caring nature towards children. They speak in a reassuring manner, and this helps to ensure the play environment is calm and pleasant. The staff are keen to provide good opportunities for children to play and explore. They are beginning to introduce the concepts of the new Curriculum for Wales into the setting. Staff know children well, understand their preferences, and consider children's interests when planning and providing resources. They record some infrequent observations of children's development and prepare basic activity planning. However, staff expressed that they did not feel the format of these records was supporting them to meet children's next steps. We heard very few occasions where the Welsh language was used or culture referenced.

Environment — Adequate

In most aspects, managers and staff ensure the environment is safe and secure for children. All staff are responsible for ensuring good hygiene throughout the day. There are clean and accessible toilets, handwashing, and nappy changing facilities adjacent to the playroom. They undertake fire drills with children regularly and record these appropriately. Managers ensure insurance certificates are up to date, as well as most routine safety checks for the building and appliances, such as fire safety equipment. They have not had sight of the gas safety or electrical system checks undertaken by their landlord. Visual daily safety checks of the areas used by children are undertaken by staff.

Managers and staff provide a welcoming, child friendly space, which is suitable for the age of the children cared for. Children access child sized furniture and low-level pegs for their personal belongings, which supports independence. As a result, children are beginning to recognise the need to look after their own coats and bags. The outdoors is spacious and provides suitable opportunities for children. We saw good use made of the garden. Staff open the doors to the outside for part of the session, providing children with free-flow access to opportunities to develop their physical and creative skills in the fresh air. Indoor play spaces adequately support children's play and development. Examples of children's work are displayed, but adapted by staff to fit particular displays, rather than displaying the child's original work, which would help to give them a greater sense of belonging.

Leaders ensure children have access a suitable variety of adequate-quality resources which are appropriate to the age of children attending. Staff store a reasonable selection of resources at low levels allowing children to access them independently, supporting their free choice. We one instance where a child accessed stored resources themselves. Most resources are plastic, single purpose toys, and do not include many natural resources or open-ended resources which would enrich and enhance children's play experiences and opportunities to develop.

Leadership and Management — Adequate

Managers are experienced and manage the setting adequately. They have a clear vision for the setting and are passionate about their role. A detailed statement of purpose provides parents with essential information about how the setting runs, and appropriate policies are in place. Registers of children's attendance contain all the necessary information and are completed in a timely manner. Managers audit records of the administering of medication, accidents, incidents and existing injuries to ensure they are consistently completed in full, and to learn from them.

Managers have in place a system to ensure that a formal self-evaluation of the service is undertaken on at least an annual basis. The quality of care report states that the service consults with parents, staff, children and relevant external agencies in order to review the quality of the service. However, those views are not reflected, nor is it clear how information is used to inform improvements. Managers told us they are about to start the Quality for All, the Early Years Wales quality assurance scheme, to support them in raising standards.

Managers are not effectively overseeing staff. They are suitably trained in childcare and organise themselves well. However, managers have failed to ensure that all staff and have completed the relevant safeguarding training to meet the current requirements of the National Minimum Standards. Records of staff induction show it to be basic and do not demonstrate that all staff receive induction training which includes health and safety and child protection policies and procedures during their first week of employment. Managers ensure staff are suitable by completing and documenting all necessary recruitment checks. Staff confirmed they enjoy working at the setting and feel supported. However, they have not received formal one to one supervisions with the regularity they normally would in recent years. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

Managers value highly the positive relationships developed with the community and parents. Staff told us that the relationships they build with parents are at the heart of the service they provide and are vital to making the positive impacts for children. They are very keen to ensure that parents feel they can approach them at any time. We spoke to parents who were very complimentary about the setting and confident to leave their children in the care of the staff. They reported that staff are very friendly and approachable. Parents felt they had all the information they needed to make an informed choice about using the service. Managers and staff work closely with a variety of external agencies to ensure children and families receive the support needed, for example, speech and language services.

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
28 (2) (b) [ii]	The provider has not ensured that there is full and satisfactory information available to confirm staff's suitability.	Achieved
21 (2)	The provider must ensure drinking water is available at all times.	Achieved

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.

Area(s) for Improvement		
Regulation	Summary	Status
29	The registered person has not ensured that all staff receive regular supervisions and appraisals	New
30	The provider must keep a record of children's hours of attendance.	Achieved
31	The provider failed to notify CIW of staff changes.	Achieved

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	Strengthen records of development and activity planning to support staff in providing engaging activities for children which promote their next steps
Standard 24 - Safety	Implement a system to ensure appropriate safety certification for the building is kept and made available for inspection
Standard 18 - Quality assurance	The quality of care report should include the voice of children, parents and staff to help inform improvements over the next 12 months
Standard 20 - Child protection	Ensure all staff have completed safeguarding training relevant to their work role, as defined by the National Minimum Standards
Standard 13 (Day Care) - Suitable Person	Ensure all staff receive induction training which includes health and safety and child protection policies and procedures during their first week of employment

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)
Strengthen the inclusion of the Welsh language and culture
Consider ways of displaying children's own work to support their sense of belonging and self esteem
Improve the resource provision to include more open-ended, natural and real life play resources to enrich children's experiences

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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