Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Little Red Berries Playgroup

Cwmbran Integrated Childrens Centre
Ton Road
Hollybush
Cwmbran
NP44 7LE



Date Inspection Completed

01/10/2024

Welsh Government © Crown copyright 2024.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Little Red Berries Playgroup

Type of care provided	Children's Day Care Full Day Care
Registered Person	Sarah Underwood
Registered places	19
Language of the service	English
Previous Care Inspectorate Wales inspection	19 January 2023
Is this a Flying Start service?	Yes
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

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

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

Summary

The Playgroup is child centred, and children direct their own play and learning. Children are happy and comfortable in their surroundings and develop trusting relationships with staff. They learn many social and independence skills that help them feel confident to play and explore.

Staff pay attention to health and safety matters and have good knowledge of safeguarding procedures. Most staff have a childcare qualification and nearly all staff have completed paediatric first aid training enabling them to deal with minor injuries. They observe and get to know children so that they can respond to their individual needs. They build good relationships with children and manage children's behaviour in a nurturing and positive manner.

The environment is welcoming and able to meet the needs of children attending. It is safe and well maintained. The base room is very spacious and leads to a large well equipped outside play space which is well utilised by the children. Resources and equipment are of a good quality and easily meet the play and learning needs of the children.

Leadership and management of the setting is adequate. Leaders do not manage supervision and appraisals effectively and some record keeping, including staff files, do not meet regulatory standards and have been highlighted as areas for improvement. However, leaders are motivated to further develop the setting and are keen to make improvements to benefit children and their families.

Well-being — Good

Children develop the confidence to make choices and express themselves at the service. All of their communication is valued and respected and most play is child led. For example, they can choose to play inside or outside from a good range of resources. They direct their own play, in line with their ideas or interests and explore, play and choose toys freely.

Children are happy, settled and relaxed. Settling into the setting is done at the child's pace. Some children gradually build up their ability to remain for the whole of the session, whilst others settle immediately, happily separating from their parents or carers. They are comfortable and feel secure because staff help them to understand the routines and structure of the day. Children seek out staff to interact with and become confident and open to engage with others.

Children are developing an awareness of the world around them. They are beginning to follow simple instructions, such as learning to wash their hands and concentrate on tasks that interest them, such as mark making. Children practice their social skills and develop relationships, playing co-operatively and kindly with their friends. Children confidently approached us and pointed out their friends. Even though most children attending on the day of the inspection had only recently started at the setting, we saw that most were quickly developing an understanding of the rules and routines.

All children really enjoy the opportunities they have to play and explore in their own time. Children concentrate well in line with their age and developmental stage, painting, playing with water and exploring the sounds of the musical instruments. They concentrate well, for example, when using small fishing nets to catch the fish and number figures floating in the water. They laugh and giggle with delight when climbing through the large play tunnels and show awe and wonder on finding a bird's feather and presenting it to a staff member.

Children do as much for themselves as possible in line with their stage of development. For example, children confidently store away their belongings on arriving and after playing outside. Their play opportunities help develop their confidence and in turn supports them to learn new skills and broader experiences of the world around them. For example, they willingly try new fruits at snack time. They are given the support to become independent in their toileting and hygiene practices.

Care and Development — Good

Staff have a good understanding of the setting's policies and procedures, which they follow in order to keep children safe and healthy. They understand their responsibilities in identifying and reporting any child protection concerns and have suitable guidance to support this. However, they need greater clarity in implementing the procedures specifically in relation to the completion of pre-existing injury forms. Accident, incident and medication records are completed and shared with parents as required. Staff promote healthy lifestyles by ensuring that children have access to nutritious snacks and milk or water to drink. They promote good hygiene practices and gently prompt and support children to wash their hands before eating and after using the toilet. They support children's physical development well, by providing many opportunities to play outdoors. Enough staff have current first aid training to deal with minor injuries promptly.

Staff manage children's behaviour well, using a kind and nurturing approach in their interactions. They are consistent in giving children lots of praise and acknowledging their attempts to achieve their goals, for example, by rewarding stickers for good effort. We heard lots of positive affirmations and encouragement from staff as children tried to complete tasks. They 'high five' children when they reach their goals, such as putting on their own boots when going outside. They encourage children to be kind and inclusive during play. Staff support and anticipate children's emotional needs well. They communicate well with their colleagues, discussing children's moods, interactions and achievements. For example, noticing when a child understands when to say 'Thank you' or when a child needs more support with a task.

Staff support children's development and create a fun and varied environment to support their play and learning. They set up areas so that children are curious and have a choice in how they wish to play. They get to know the children well and identify children's individual needs and interests. They plan, record and evaluate children's play experiences successfully. They undertake initial assessments for children and track their individual progress. They clearly demonstrate that they understand the importance of identifying children's emerging needs as early as possible and respond to them through multi-agency working.

Environment — Good

Leaders ensure that children are cared for in a safe, secure and clean environment. Whilst the upkeep and maintenance of the premises is the responsibility of Torfaen Borough Council, the Registered Person (RP) ensures any repairs needed are reported promptly and that gas and electricity checks are completed with a copy of certificates maintained for their own records. Staff oversee the secure entry system to the premises and all visitors are recorded at the main entrance. Risk assessments are in place although these had not been recently reviewed. However, we saw no visible or emerging risks within the setting during our inspection. Staff register children into and out of the playgroup so that they know exactly who, and how many, children are in their care. Correct staff/child ratios are maintained, and staff rotas and registers show that there are enough qualified staff caring for children at all times. Fire drills with children are completed regularly although information on exits used or the time taken to vacate the building is not currently included within records.

There is ample space and suitable facilities to meet the needs of children and support their development and learning. Both the inside and outside play areas are welcoming and provide lots of opportunities to extend children's play and learning. Staff provide young children with privacy during nappy change as there is a separate nappy changing room. Children have direct access to toilet and hand wash facilities that are of an appropriate height to encourage their independence. There are age-appropriate tables and chairs, which helps promote children's independence and ensures that all children are comfortable when engaged in tabletop activities and during mealtimes. Children have access to resources that are suitable for their needs and stored in a way that allows them to choose toys independently. There is easy direct access to a well-equipped outside play area that encourages children's physical development and health. Staff incorporate natural and sustainable materials in children's play, for example, we saw a number of strawberry plants in the planting area. There is a bug hotel to encourage insects and to stimulate children's knowledge and interaction of the natural world around them.

The RP and her staff monitor resources and equipment very effectively. The RP plans well for future resources and accesses grants for equipment to support the setting. Resources and equipment are well maintained and of good quality. A sufficient amount of resources promote multi-cultural awareness. Staff use basic incidental Welsh with children and there are some Welsh resources to support learning the Welsh language

Leadership and Management — Adequate

Leadership and management of the service is not wholly effective. However, leaders are very motivated to improve the service and work well with staff to achieve this goal. Daily record keeping is mostly completed accurately with registers and accident/incident and medication forms recorded as required. However, policies and procedures have not been regularly reviewed and subsequently procedures such as ‘nappy changing’ and ‘additional learning needs’ have not been updated to clearly outline current practices. Leaders have overlooked informing us of staff changes at the service, although have had good communication with us regarding other significant events.

The Self-Assessment Service Statement (SASS) has been submitted and the annual quality of care review completed as required. The current report is evaluative and identifies areas for development whilst also considering the feedback from parents. All recommendations from the previous Care Inspectorate Wales (CIW) inspection have been addressed.

Leaders have not kept effective records to demonstrate that all safety checks of staff during recruitment are obtained in a timely manner. Whilst all staff have a Disclosure and Barring Service (DBS) certificate, other suitability checks were not recorded. Leaders have confirmed that all checks have been completed but have not been organised effectively. They have assured us that this will be addressed promptly. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Leaders support professional development and ensure they have appropriate levels of qualified staff caring for children. Staffing ratios are maintained, and staff supervise children appropriately. Records demonstrate that annual appraisals with staff have been conducted. However, regular reflective supervisions with staff have not been undertaken and two staff files did not have evidence that inductions had been completed. This means managers are unable to properly check that all staff have a sound knowledge of the settings procedures and implement consistent working practices to keep children safe and healthy. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

Staff understand the importance of building good relationships with parents. Staff communicate verbally with parents at the beginning and end of sessions to ensure they are kept up to date with any issues about caring for individual children and will telephone parents when needed. Contracts and information about children are completed before children start although specific permission regarding emergency medical intervention, over and above first aid, had not been sought. However the RP immediately set about correcting

this. Leaders have built good relationships with health professionals in order to meet the needs of children with any emerging or identified additional learning needs.

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.

Area(s) for Improvement		
Regulation	Summary	Status
29	The Registered Person must ensure that all staff have thorough inductions and regular supervisions,	New

	to ensure they fully understand their roles and responsibilities and can implement the relevant procedures to keep children safe and healthy.	
28	The registered person has not evidenced the suitability of all staff by having full and satisfactory information or documentation available.	New

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 10 - Healthcare	Written parental permission is obtained in advance regarding any necessary emergency medical advice or treatment.
Standard 21 - Notifications of significant events	Ensure that CIW is informed of all significant events including any staff changes.
Standard 20 - Child protection	Ensure that pre-existing injuries are recorded and monitored to identify and address any potential emerging concerns as part of the safeguarding procedures.

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)
Ensure all policies and procedures are reviewed regularly to reflect practice and are in line with current legislation, including the toileting policy to include the nappy changing procedures, and a revised Additional Learning Needs policy to reflect most recent 2021 guidance.
Review and update risk assessments more frequently as part of an annual audit or as required.
Expand information within fire drills records to show exits used and time taken to vacate the building.

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.

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- Inspection report survey

If you wish to provide general feedback about a service, please visit our Feedback surveys page.

Date Published 31/10/2024