Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Jeffreyston Playstation

St Oswalds Community Centre
The Rectory Field
Jeffreyston
Kilgetty
SA68 0SG



Date Inspection Completed

06/06/2024

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About Jeffreyston Playstation

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Jeffreyston Playstation
Registered places	16
Language of the service	English
Previous Care Inspectorate Wales inspection	13 February 2018
Is this a Flying Start service?	No
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	**Good**

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

Summary

Children are confident, happy and enjoy their time at this setting. They have a strong sense of belonging and are developing positive relationships and friendships. Children have good opportunities to make choices and take effective decisions about what they want to do. They are enthusiastic and interested in their play and learning. Children are well supported in developing independence.

Staff understand and implement policies and procedures effectively to keep children safe. Generally, staff follow the setting's safeguarding policy and procedures to ensure children are safe, although this needs to be strengthened. They are kind towards children, providing positive interactions to ensure children feel valued and happy. Staff consistently use positive behaviour management strategies to very good effect. Staff are skilled in supporting children in their play and learning.

The environment meets the children's needs well. There is good indoor play space for children to move freely. People who run the setting ensure the outdoor play space is used as often as possible and is an extension of the learning environment. Children have access to a wide range of developmentally appropriate play and learning resources.

People who run the setting promote good outcomes for children. They have an up-to-date statement of purpose in place that accurately reflects the service provided. People who run the setting manage the staff effectively. They have engaged positively with Care Inspectorate Wales (CIW) acting swiftly on recommendations and any identified short comings.

Well-being — Good

Children are happy and enjoy their time at the setting. Children have a strong and confident voice, for example confidently requesting to join in with a painting activity. Children are engaging communicators. They enthusiastically play with their friends and frequently approach staff to share ideas. Older children happily chatted about the after-school provision and spoke maturely and positively about their experiences. Children have good opportunities to make choices. They choose from a range of activities and play opportunities within the familiar structure of the sessions.

Children are settled and cope well with separation. They have formed positive bonds of attachment with staff. Children who are unsettled receive support and reassurance. For example, a child who expressed that they were feeling sad was asked why and were reassured that their *"Mummy will be here soon."* They express enthusiasm and enjoyment. We saw them smile, laugh, sing and positively join in with the day's activities. Children happily play alongside each other and together. Clear friendships and bonds of affection are forming. For example, children were observed playing with ride on vehicles. They enjoyed each other's company as they raced around the path and discussed where the finishing line should be. Children have a strong sense of belonging and are very familiar with routines. For example, they are helpful at tidy up time and engage well with the end of session songs and routines.

Interactions between children and staff are consistently positive. Children chatter away to staff and receive appropriate and genuine responses. Children interact well with each other. Some children are beginning to take turns and share while others are starting to develop empathy for their friends. For example, a child swapped a toy they had chosen from the song bag as they knew that their friend really wanted that toy. The child was praised for being so kind to their friend. We observed older children interacting positively during their play and chatting following a busy day at school.

Children are enthusiastic and interested in their play and learning. They enjoy a good range of interesting opportunities that promote their all-round development. We saw children participate in a number of engaging adult led activities, for example making Father's Day cards and play dough activities. Children have opportunities to follow their own instincts, ideas, and interests. We saw children thoroughly enjoy playing with a tent and some teddies. They enthusiastically invite staff to join in with their play too.

Children have good opportunities to develop their independence skills. They help with tidying up chores and wash their hands independently before snack times. They confidently access their bags and help themselves to their drinks when they are thirsty. They choose where to sit at snack time, behave well and ably feed themselves.

Care and Development — Good

Staff understand and implement policies and procedures to promote healthy lifestyles, personal safety, and wellbeing. Staff have a good understanding of their responsibilities to protect children. Staff respond confidently to child protection scenarios but are less confident in the safeguarding procedure should an allegation be raised against a member of staff. Staff generally supervise children effectively. For example, positioning themselves well, whilst supervising children during outside play. Staff sometimes need additional direction to ensure they position themselves effectively to maintain appropriate supervision. They are aware of allergies and individual needs in relation to allergy management. Appropriate accident and incident records are in place. Staff implement thorough hygiene practices. Children are encouraged to regularly wash their hands and surfaces are wiped down before food time. Hygienic nappy changing and toileting practices are in place although a review of the storage of soiled nappies is required. Accurate records of the children and staff attendance are maintained. Staff ensure children have access to daily outdoor play experiences, offering them the benefits of physical exercise and fresh air.

Staff display a good understanding of the behaviour management policy and consistently implement positive strategies. They use gentle tones and positive reinforcement. They are patient and kind when a child does not settle at song time and support each other in managing this behaviour. They promote positive behaviours with children. For example, they encourage children to be gentle with a big teddy bear explaining that they are worried it may end up getting broken. Staff have a good understanding and knowledge of the children's development, which reflects on how they manage children's behaviour. Staff are consistently responsive; they genuinely listen, chatting and laughing alongside children and respect their views. For example, older children have been asked what resources they would like at the after-school club and are very much part of the decision-making process as to what the priorities should be. Interactions are very positive, demonstrating warmth and kindness. They know the children well and have thorough knowledge of their needs.

Staff are committed to providing a good range of play and learning activities. We saw staff supporting and extending children's understanding in their play and learning. For example, during outside play, children were encouraged to draw around their hands with chalk, modelled first by a staff member. The child brushed the chalk with water to which the staff member pointed out that it had now *"vanished".* The child enjoyed trying out and using the new word. Staff promote children's development by providing a balance of adult led and free play opportunities. Staff give children the choice to engage with activities which appeal to them or to play their own games with friends. Some staff consistently use incidental Welsh throughout the day to good effect. Staff support and provide for children with additional needs and show awareness of the need to provide a flexible environment and routine for children with such requirements.

Environment	**Good**

People who run the setting have a range of policies in place and ensure the environment is suitably safe, secure, and well maintained. Staff complete basic risk assessments for the indoor and outdoor areas. Daily checks of the premises and equipment are also completed. However, during our visit we identified that the kitchen area was not maintained to a high standard with broken and dirty toys stored on the kitchen surface. The rest of the setting is clean, tidy and well maintained. The premises both inside and outside is secure, and a robust system is in place to record any visitors to the setting. People who run the setting ensure they carry out an appropriate number of emergency fire drills.

People who run the setting make certain the environment has good indoor play space which children freely explore. The setting is bright, welcoming and accessible. The children benefit from colourful displays which link to current planning, for example the beach and summertime. Children's work is displayed which strengthens their connection to the space. Children use suitably sized chairs, tables and furniture, meaning they can take part in activities comfortably. Children can access equipment and resources independently. People who run the setting ensure that the outdoor play space is used often. Careful consideration and planning of outside areas, as well as interesting and varied resources and play equipment, support children in their physical development and imaginative play.

People who run the setting provide a wide range of resources, allowing children variety and choice. They provide diverse resources for all ages and stages of development. Resources and toys are frequently rotated and stored away effectively when not in use. Children can access toys and resources easily, as they are stored at low level or within their reach. The service promotes diversity and equality and provides a range of toys representative of different cultures, also celebrating a range of diverse festivals and important days.

Leadership and Management — Good

People who run the setting are effective in the way they manage and operate the service and are committed to ongoing improvements. They have a strong vision that they share effectively with others and have engaged positively with Care Inspectorate Wales (CIW) during the inspection process. They update the setting's policies and ensure staff implement these in practice. People who run the setting maintain and share an up-to-date effective statement of purpose that accurately reflects the service provided and meets the National Minimum Standards and regulations. People who run the setting display a commitment to ongoing training and improvement.

People who run the setting ensure that documentation is generally well organised and easily accessible. At the time of our visit, not all the required statutory information was held within each staff file. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. There are strong procedures in place for self-evaluation of the setting. The quality-of-care review is a purposeful and thorough document which strives to include the views and opinions of children, parents and staff using the service. It clearly identifies strengths of the service and prioritises areas for improvement. People who run the setting carry out regular appraisals and supervisions providing support and an opportunity to discuss any issues which may arise.

People who run the setting have developed meaningful and positive relationships with parents and carers. There are effective systems in place to keep parents well informed about their child's time at the setting. Thorough verbal handovers are exchanged between staff and parents at the start and end of sessions. Feedback received from questionnaires of parents following the inspection were very positive. Parents comment that, *"The team at Playstation always go above and beyond in every aspect of the service they provide"* and *"The care for children is outstanding. Children are known and valued as individuals, and their strengths and personalities are recognised."*

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
28	Staff files incomplete - Suitability of workers	Not Achieved
15 (1) (c)	Statement of purpose not in line with regulation	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 10 - Healthcare	Periodically review nappy changing procedure to ensure that the highest standards of infection control are met.
Standard 22 - Environment	Ensure the kitchen area is clean and tidy.
Standard 14 - Organisation	Ensure staff are effectively deployed to ensure thorough supervision.

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 staff are familiar with the child protection policy and fully understand their duty in the event of a disclosure or allegation of abuse.

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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