Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Interplay @ Crug-Glas

Ysgol Crug Glas
Croft Street
Swansea
SA1 1QA



Date Inspection Completed

31/07/2024

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About Interplay @ Crug-Glas

Type of care provided	Children's Day Care Out of School Care
Registered Provider	Interplay (Intergrated Play and Leisure)
Registered places	70
Language of the service	English
Previous Care Inspectorate Wales inspection	4 September 2019
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	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.

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

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

Summary

Children thoroughly enjoy their time at Interplay @ Crug Glas and their happiness, care and well-being are the driving force of this setting. Children's wishes and needs are highly valued and all attempts at communication are acted upon. Children are happy, settled and are provided with many opportunities to play and have fun.

Staff are professional, well qualified and passionate about their roles. They implement the setting's policies and procedures effectively. Staff are extremely patient, kind and caring towards each other and the children. They are committed to providing an excellent range of play opportunities and provide dedicated care.

The premises is safe and maintained to a high standard. There is ample indoor play space to meet the children's needs. People who run the setting ensure the outdoor play space is used as often as possible. The environment is welcoming and suitable for the children who attend the setting.

Leadership and management of the setting is excellent. The management team is strong and passionate about providing an outstanding service. There is an extensive range of policies and procedures to support the running of the service, which are updated regularly. Parents we spoke to were extremely happy with the level of care provided to their children and families.

Well-being	**Excellent**

Children thoroughly enjoy their time at Interplay @ Crug Glas and their happiness, care and well-being are the driving force of this setting. All attempts at communication are valued and actively encouraged. Verbal and non-verbal children successfully communicate their needs to staff. For example, one child answered a range of questions and clearly directed staff using their eyes and showed contentment when staff quickly responded. Children's wishes and needs are highly valued, acted upon and continually reviewed. They are given many opportunities to shape their time at the setting and choose what and who they interact with. Children are given the opportunity to express how they are feeling. One child delightfully exclaimed, *"I am happy!"* during lunch time. Staff responded to this statement with warmth and a palpable joy, knowing the child felt this way. Children's voices are strong at the setting.

Children are happy and settled. We saw children smile, laugh and look very content and comfortable during our visit. They cope well with separation. Children smile and display excitement as they are greeted by staff on arrival. Efficient and thorough daily handovers with parents and carers fully recognise and support individual needs. Children form positive emotional attachments with staff resulting in a confidence and familiarity with routines. Children are completely at ease and relaxed. Some children are given reminders about the running order of the day and what comes next, so their play is not unexpectedly disrupted. As a result, they are familiar and readily accept the routines of the day.

Interactions between children and staff are delightful. Most children are very well known to the staff who care for them. Obvious bonds of affection are evident, and moments of humour and joy punctuate the day. Meaningful friendships are developing between children who have attended the setting for several years. Siblings of children who attend the setting are given the opportunity to make bonds with other siblings with similar life experiences. Some children display empathy for others, caring and helping their friends as they play and have fun together.

Children are very enthusiastic and interested in their play and activities. They enjoy a range of interesting and exciting opportunities, designed to enable participation and promote enjoyment and fun. Some children have the freedom to safely move between the indoor and outdoor environment, exploring the activities and play opportunities on offer to them. For example, children move from the swings to a multi-sensory activity and then inside to engage with some colouring activities. Children benefit from an extensive range of activities and resources which are carefully tailored to meet their needs and capabilities.

Children are provided with opportunities to develop independence. Some children access their own drinks when they are thirsty after outside physical play. Some children are supported to wash their hands before lunch time and ably feed themselves. They confidently indicate they need help. For example, a child indicates they require help to open their water bottle and is swiftly assisted. Children choose which activities and toys they would like to engage with.

Care and Development — Excellent

Staff implement procedures to a very high standard to keep children safe and promote their development and well-being. They have a clear understanding of the safeguarding procedures and their responsibilities to keep children safe and report any concerns. Safeguarding forms part of the induction training and is repeated each year before the setting opens so staff are familiar with the processes should concerns of this nature arise. Staff access comprehensive information relating to each child's individual needs including, medical, feeding and behaviour plans. Information of this nature is gathered prior to children attending the setting. Many staff know the children very well, working with them during term time at their respective schools. Medication records are appropriately maintained by the setting's full-time nurse. Staff record any accidents or incidents appropriately. Staff ensure children have access to daily outdoor play experiences, offering them the benefits of physical exercise and fresh air. Staff practise fire drills with children so they know what to do in an emergency.

A highly motivated and skilled team of staff treat children with kindness and respect. They are affectionate and gentle with the children providing comfort and cuddles when children seek this type of interaction. Staff provide nurturing care and are focused on understanding what children want and understanding all attempts at communication. Staff take time to connect with children and unlock what they are trying to communicate. Staff persist until children are satisfied and their needs are fully met. Staff communicate exceptionally well with each other to ensure they understand the children's needs. They continually exchange information and updates on the children's well-being and progress. This is a real strength of the staff team. They use lots of praise to encourage and reinforce positive behaviour and skilfully use a range of strategies to excellent effect. Staff are passionate about providing high quality care for the children who attend the sessions.

Staff have excellent skills and knowledge to identify children's individual needs and plan appropriate care and play opportunities. They support children's learning and development very well. Staff plan a wide range of adult led activities and exciting free play opportunities. Activities are planned on a daily basis to suit the children who are attending that session. Staff use praise effectively and are also flexible to children, enabling them to engage with the activities of their choice. They are quick to seize moments which extend play and engagement. For example, a child reads a story to a staff member, telling the story in their own way. This story telling is met with praise and the staff member extends discussion around the story by asking open questions and introducing new vocabulary. Staff are committed to providing an excellent range of play and leisure activities with an appropriate balance of child and adult-led opportunities.

Environment — Good

Leaders ensure the premises are safe and maintained to a high standard. The entrance is secure and locked doors ensure only authorised access is granted by members of staff.

They ensure visitors are signed in and out of the setting ensuring an accurate record of those within the building is maintained. In-depth, comprehensive risk assessments are in place to further support safety. Staff are vigilant about any arising risks in the environment. The indoor and outdoor environments are secure and provide ample space for children to play and learn.

Leaders ensure the environment is welcoming and suitable for the children who attend the setting. It provides bright, spacious, and exciting areas for children to explore. They ensure the environment meets the children's needs and enables them to have fun, interact with each other, relax and be comfortable. For example, an interactive sensory room, provides a space for children to calm, relax and self-regulate and a soft playroom provides lots of fun as children launch themselves into a ball pit. Base rooms are designed to support children's needs and promote their well-being. Leaders ensure the rooms are clean, well-organised, bright and engaging. There are a variety of activities for the children to take part in and sessions in different areas of the setting are rotated throughout the day. This includes, soft play, sensory room, hydro pool as well as arts and crafts. Leaders ensure the outdoor play space is used as often as possible and is clearly a very popular choice with the children. Quality outdoor resources and play equipment, challenge and stimulate children's curiosity and interest.

Leaders provide a wide range of good quality, developmentally appropriate play and learning resources to ensure children have good variety and choice. The setting has suitable furniture and resources to support children's independence. For example, child sized tables, chairs and low-level toy storage. There are a suitable number of children's toilets and nappy changing facilities available, which are very clean and well maintained.

Leadership and Management — Excellent

Leadership and management of the setting is exemplary. Leaders display determination, passion and a clear vision for the service they provide. They work tirelessly to maintain high standards and to plan and deliver the annual service. The statement of purpose is clear and accurately reflects the service provided to children and their families. There is an extensive range of policies and procedures to support the running of the service which are updated regularly. People who run the setting engage positively with Care Inspectorate Wales.

Leaders ensure documentation is well organised and easily accessible. Robust processes and checks are in place to ensure the safe recruitment of staff, renewal of Disclosure and Barring Service checks and maintenance of safeguarding knowledge. Leaders draw from a pool of specialist and well qualified staff and each child's needs are meticulously matched to the correctly qualified staff members. Leaders plan for the service months in advance to ensure the best level of care is provided to the children who attend. Staff receive supervisions following each summer's play scheme and are given the opportunity to reflect and discuss their experiences. Staff are well supported in their roles and a team ethos is very evident. There is a detailed quality of care report in place which seeks the views of those accessing the service and sets targets to further drive improvement. Feedback gathered for the quality of care report from service users is very positive.

Staff have up to date mandatory training such as first aid and safeguarding. Staff receive additional training to further assist them in their specialist roles. There are enough qualified and experienced staff to ensure children are well cared for at all times. Generally staffing levels exceed minimum standards.

Excellent links have been developed between staff and parents. Parents we spoke with told us they were extremely happy with the care provided to their children. There are excellent forms of communication between the setting and parents including detailed daily verbal feedback. People who use the service told us, *"It's the happiest my daughter has ever been,"* and *"(The service) is a lifeline to our family, I don't know what we would do without them."* The people who run the setting have positive relationships with a range of professionals and other stakeholders.

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

	inspection	

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)
	No NMS Recommendations were identified at this inspection

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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