Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

The Pontygof Playhouse

Bridgend Hotel
Pontygof
Ebbw Vale
NP23 5AZ



Date Inspection Completed

11/04/2022

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About The Pontygof Playhouse

Type of care provided	Children's Day Care Full Day Care
Registered Provider	The Pont y Gof Playhouse Limited
Registered places	83
Language of the service	English
Previous Care Inspectorate Wales inspection	First inspection
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

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

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

Summary

Children are happy and content at the setting. They have warm and positive relationships with staff who care for them and are developing relationships with their peers. They have good opportunities to develop different skills and become independent. Children are provided with freshly prepared healthy meals and drinks.

Care and development is good. Staff provide nurturing and effective care and interactions with children are consistently positive. Staff promote children's social development in a calm manner and ensure that children have access to a sufficient range of age-appropriate play activities.

The environment is safe, providing children with bright and spacious play areas. There are timely and effective health and safety checks and good maintenance of internal spaces. Children benefit from a spacious outdoor area providing them with ample space for physical play activities.

People who run the service manage the setting effectively. Staff are well qualified with opportunities for on - going training. There is a system for monitoring and reviewing of the setting to identify areas for improvement. Partnership with parents is strong. Parents highly value the setting and the support they receive from staff.

Well-being Good

Children very much enjoy the time they spend at the setting. They know what to expect during the day, as the daily routines are familiar to them. Children new to the setting adapt quickly to their new environment with support from staff. On arrival, children immediately settled down to play. There are warm interactions between children and staff and it is evident that there are warm bonds of affection. On several occasions, children engaged staff in conversations, calling staff by name. Younger children approached staff for affection.

Children choose their activities freely and understand that they will receive help if they ask. They are familiar with the setting routines, which makes them feel safe and secure. They line up to wash their hands before lunch and enjoy a sociable lunchtime chatting happily with friends and staff.

Children enjoy and gain considerable pleasure in the play and learning opportunities available to them. There is a variety of play experiences available to them?? and children enjoy the flexibility of choosing different things to do throughout the day. As sessions are primarily child-led, children are able to follow their interests and play preferences at all times. We witnessed children laughing and smiling when playing outdoors, climbing play equipment and running around. They practise their co-ordination skills when using balance blocks and a see-saw.

Children are considerate of others and in line with their age and stage of development, they are learning to share, co-operate and take turns when playing. They show sensitivity towards others and enjoy playing with their peers. We saw children settle well to listen to a story, enthusiastically joining in with familiar parts and phrases.

Children learn self-help skills and are encouraged to carry out tasks independently, which help prepare them for attending school. They have many opportunities to become independent. We saw young children encouraged to feed themselves, with staff offering support where needed. Older children wash their hands independently and use the toilet without support.

Care and Development — Good

Staff understand their roles and responsibilities within the setting. In relation to safeguarding, they are aware of their role in keeping children safe and reporting concerns they may have to managers. Staff have current paediatric first aid training so are able to deal with minor injuries. Staff complete daily health and safety checks of the premises to identify and minimise possible risks to children. They keep effective records relating to accidents and incidents. Staff carry out fire evacuation drills at suitable intervals so that children are aware of how to leave the building safely. Food is freshly prepared by the cook and all staff promote healthy eating. Staff follow agreed procedures regarding children's allergies/food intolerances and the cook adjusts the menu if necessary. Medication records are kept, however parents only sign before medication is given.

Staff manage interactions in a manner that promotes children's understanding of appropriate behaviour. Interactions are consistently positive and staff communicate with children using gentle and kind language. The behaviour management policy outlines positive strategies to use with children and staff follow this guidance, treating children with respect at all times. We heard positive language from staff and praise of children's behaviour and achievements to promote children's confidence and self-esteem.

Promotion of children's play and learning is good. Staff encourage children's independence and decision making. There is effective activity planning and staff use observations to track the progress of children. Staff keep digital records of children's learning and development and share this information with parents via an app. Use of incidental Welsh is limited and should be developed. For children requiring additional support, staff work effectively with other professionals to ensure best outcomes for children.

Environment — Adequate

The environment is safe, secure and suitable for the needs of children who use the setting. There is a secure entry system and outdoor exits are safe. Currently parents do not access the building and there are alternative arrangements for drop off and collection of children. Risk assessments are completed and updated as and when required by staff, and there is monitoring of accidents to identify any emerging patterns. Registers record the times that children arrive at and leave the setting.

The indoor area provides an adequate range of play opportunities for children to be independent and active. There is a large outdoor play space for children which offers a good range of activities for children to develop their physical skills and imaginative play including climbing frames, mud kitchen and see-saw. There are a suitable number of children's toilets and changing facilities for the numbers of children attending, and liquid soap and paper towels are easily accessible. The under two's area of the setting has a separate designated sleep room.

Staff provide children with interesting, age-appropriate resources which are of good quality. However, all areas within the setting should be developed to provide further play and learning opportunities. The setting has suitable low-level furniture such as child-sized table, chairs and soft furnishings.

Leadership and Management — Good

Overall, the leadership and management of the setting is good. The statement of purpose provides detailed information on the service. This means that parents can make an informed choice about the suitability of the setting for their child. Detailed, regularly reviewed policies and procedures are in place. There are appropriate record keeping systems in relation to contracts and parents receive key information about the setting prior to their child starting.

Staff files are of a good quality and relevant checks are carried out to ensure staff are suitable to work with children. There are enough qualified and experienced staff to make sure children are well cared for at all times. There are regular team meetings so staff can discuss issues relating to the running of the setting. The staff team work well together to supervise and support children. Staff we spoke to confirmed they received a detailed induction upon starting and regular supervision.

People who run the setting plan appropriately for improvement. As the setting is within the first year of operation, a quality of care report is not yet complete. However, the responsible individual has a vision for the setting and regularly evaluates the quality of the service provided. There is a complaints policy in place should parents wish to raise an issue.

Partnership with parents and agencies are strong. Parents are very appreciative of the setting and the services they provide. We spoke to a number of parents all of whom spoke very positively about the staff team, the care their children receive and the flexibility the setting offers. Parents receive information regarding their child via an app which they told us is valuable. There are links with key professionals and agencies to ensure appropriate support is available for children.

Recommendations to meet with the National Minimum Standards

R1. Further develop play and learning opportunities for children throughout the setting

R2. Increase the use of incidental Welsh

R3. Ensure parents sign medication records after medication has been given

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

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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