



## Care and Social Services Inspectorate Wales

### Children and Families (Wales) Measure 2010 Child Minding and Day Care (Inspection and Information for Local Authorities) (Wales) Regulations 2010 The Child Minding and Day Care (Wales) Regulations 2010

#### Inspection Report

#### Penmorfa Playmates

Dawson Drive  
Prestatyn  
LL19 8SY

**Type of Inspection – Focused**

**Date(s) of inspection – 19 September 2014 and 11 November 2014**

**Date of publication – 26 November 2014**

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## Summary

### About the service

Penmorfa Playmates Playgroup is situated in school grounds on the outskirts of the town of Prestatyn. The registered person is Susan Baker and she is also the person in charge of the setting.

The playgroup meets in a large room that is located in a detached building to the side of the school premises. There is a small quiet area, a kitchen and toilets for the children. The room leads out into a secure play area and the playgroup is able to use the grounds around the school. Different play and learning areas are set out for the children and the room is shared with an out of school club.

The playgroup offers full day care every day during school term time and is part of the Early Entitlement programme and Flying Start initiative. The children who are cared for over the lunchtime period bring packed lunches to eat.

The setting is English speaking with a good level of Welsh used with the children.

### What type of inspection was carried out?

This was an unannounced focused inspection which considered the quality of life for the children attending. Positive feedback was received by CSSIW from the Flying Start co-ordinator on 23<sup>rd</sup> October 2014 and is included. Further contact was made with the setting when recording documentation for staff files was sent on 11<sup>th</sup> November 2014.

The information for this report was gathered from:

- The history of the service
- Speaking to the Flying Start teacher during the visit
- Observations of the care of the children, staff interaction, the play and learning activities and the physical environment
- Speaking to the staff during the visit to the playgroup
- Discussion with the registered person
- Talking to the children

### What does the service do well?

- There are good links with the school. The playgroup shares resources and children are familiar with the school and the Foundation Phase teacher making the transition into nursery very easy. Staff plan activities and work closely with the early years department in school
- The core staff team has been consistent for many years, providing continuity of care for the children
- The setting is part of Designed to Smile which encourages children to look after their teeth
- The staff make home visits for the Flying Start children to help them to settle in
- The group offers independent snack time so that children can eat when they are hungry.

### **What has improved since the last inspection?**

- The playgroup room and the resources have been completely re-organised to provide a lovely and highly effective learning environment for the children
- The playgroup has purchased new resources to provide a greater range of experiences and the outdoor play area has been further developed.
- Activity planning and assessment has continued to be developed in conjunction with the school which has made this process easier for staff.

### **What needs to be done to improve the service?**

Although there were no non compliance issues arising as a result of the inspection activity it was brought to the attention of the registered person that CSSIW must be informed in writing of any changes in staffing.

Recommendations made to improve practice:

To organise the staff files more effectively and have an over view of all DBS check dates and staff qualifications and training in order to ensure these are up to date and easily accessible. A suggested format was sent to the registered person on 11/11/2014.

## Quality of life

We (CSSIW) observed that Penmorfa Playmates Playgroup provides a good level of care for the children and support for their families. Staff know the children in their care well and for Flying Start children a home visit is made to enable a very smooth transition for the youngest children.

Parents can be confident that their children have their needs and preferences identified prior to and when settling in and there after whilst at the playgroup. This is because the registered person and staff work closely with parents who complete registration forms and by on going discussions when they drop off or collect their children. Parents are kept informed about their child's well being, activities, achievements and progress.

All children were busy indoors and out and they were encouraged to be independent. Staff promote good behaviour and because they know the children in their care well, are able to support and help the children on an individual basis. They use a range of strategies that support the children to play together and as a result they were managed and organised well.

Children are treated with dignity and respect and they have choices because the toys and equipment were set out with most stored at child height for them to help themselves. The playgroup staff have experience of working with children with additional needs and as a result children experience appropriate, responsive care from carers who have an up to date understanding of their individual needs and preferences. All the children were given the opportunity to participate in outdoor play and were active, happy and busy.

Emphasis is placed on the promotion of the health and wellbeing of the children, by encouraging physical and imaginative play and by providing nutritious snacks with milk or water to drink. Hygiene practices such as appropriate nappy changing and hand washing are attended to in a way that prevents the spread of infection.

The staff treated the children with respect and kindness and all children were praised individually, were happy to ask for help and were starting to form relationships with their friends and adults around them. The Foundation Phase teacher from school visits the playgroup regularly to support the achievements and progress of the children and provide valuable guidance particularly with planning and assessment.

The playgroup creates a warm, learning environment for the children and a welcoming atmosphere for their parents and carers.

## Quality of staffing

Although not a focus of the inspection parents can be assured that competent staff are responsive to the needs of all children in their care. They are good role models and promote good behaviour through the delivery of interesting activities which keep children active, happy and busy. The staff turnover is low and many of the staff have long service with the playgroup.

## Quality of leadership and management

Although not a focus of this inspection parents can be assured that there is a vision for the service which emphasises a child centred approach, partnership with parents and the active promotion of children's development. The registered person is present in the playgroup on a daily basis and there are systems in place to ensure the smooth running of the playgroup. It is recommended however that the registered person organises the staff files more effectively and has an over view of all DBS check dates and staff qualifications and training in order to ensure these are up to date and always easily accessible.

## Quality of environment

Although not a focus of the inspection parents can be assured that the children are cared for in a very suitable environment, which has been made welcoming, is free of hazards and contains the required furnishings and play and learning resources both indoors and outdoors. There is space for play, storage and for children to relax. The way in which the playgroup room is more effectively organised with new furniture and resources has had a major impact on the learning of the children.

We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focussed inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.