



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru  
Care and Social Services Inspectorate Wales

# Childcare Inspection Report on

**Tabernacle Playgroup**

**Tabernacle Baptist Church  
Plassey Street  
Penarth  
CF64 1EN**



**Date of Publication**

**Friday, 16 June 2017**

**Welsh Government © Crown copyright 2017.**

*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.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## **Description of the service**

Tabernacle Playgroup was registered in December 2010 with Care and Social Services Inspectorate Wales (CSSIW). It operates from a hall within a large church in the centre of Penarth. The playgroup is registered for 24 children aged two to five years old from 9.15am -11.45am, Monday to Friday during term time. This is a privately owned group, with one registered person who also acts as the person in charge, overseeing the day to day running of the playgroup along with a deputy leader. This is an English speaking setting.

## **Summary of our findings**

### **1. Overall assessment**

This was a focused inspection which concentrated specifically on a non compliance notice issued following the last inspection in January 2017, under the theme of leadership and management. Although we did not consider other themes in great detail during this inspection, we have commented on improvements that have been made based on good practice recommendations outlined in the previous report. The registered person has taken the issues raised by CSSIW seriously and has taken appropriate action. We found that the quality of leadership and management and certain operational issues have been improved to protect children's safety and supervise staff effectively. All staff have worked hard to improve consistency in the standard of care they provide and children continue to be well settled, enjoy their time at the playgroup and benefit from good relationships with staff. The service is now meeting their legal requirements and the additional progress made will impact positively on the service offered to children.

### **2. Improvements**

The non compliance matters identified at the last inspection in relation to hazards and safety, suitability of workers and employment of staff have been addressed. A non compliance matter concerning a review of the quality of care offered was also raised but a notice was not issued; this has also been addressed. The good practice recommendations made previously in relation to safety checks, statement of purpose, staff induction, safeguarding knowledge, policies/procedures, risk assessing, fire drill information, health and hygiene practices, children's independence skills, use of Welsh and knowledge of the Foundation Phase have all either been addressed or are progressing well.

### **3. Requirements and recommendations**

To strengthen and embed improvements already made, we made some minor recommendations which included two points within the staff files, adjusting a risk assessment checklist and continuing to develop snack time and use of incidental Welsh.

# **1. Well-being**

## **Summary**

This was a focused inspection so we did not fully consider this theme. This will be looked at in full at the next inspection. However, we noted that the playgroup provides children with suitable opportunities to develop skills and knowledge and experience a sense of achievement. Overall, children have access to a sufficient variety of resources and activities that support their all-round development. This includes physical, emotional, social, language and creative experiences.

## **Our findings**

### **1.1 To what extent do children have a voice?**

Generally children make choices about how they spend their time during free play sessions and are aware of their options. They are able to move from one activity to another and ask for support when needed. Children are encouraged to try things for themselves and to have confidence to speak up. For example, we heard a child saying to a staff member that she would like to draw, to which the staff member replied “Shall I get you some paper then?”. A staff member commented to us that offering the children a choice of activities enables them to see their “wonderful creative play and imagination developing”. We saw children laughing as a staff member built stickle bricks with them and demonstrated what to do before encouraging them to have a go for themselves. Children are provided with an appropriate selection of toys such as jigsaws, play dough, the home corner, dressing up clothes, dolls, sand pit and farmyard animals.

Children’s right to express themselves freely and to make independent choices is appropriately encouraged at the service.

### **1.2 To what extent do children feel safe, happy and valued?**

Children settle well into the service as they receive consistent care from staff who know them well. We saw that all children were welcomed by the key workers when they arrived and the registered person spoke with parents as they left. Children are familiar with the routine of the service which gives them a sense of security and belonging. This was particularly evident during set times such as circle time or meal times. For example, we saw children being encouraged to help tidy up and started to sing of their own accord, anticipating that circle time was coming next.

Children’s emotional wellbeing is enhanced through developing positive attachments within the service.

## **2. Care and Development**

### **Summary**

This was a focused inspection so we did not consider this theme in detail. This will be looked at in full at the next inspection. However, we noted that improvements have been made based upon recommendations from the last inspection, so have commented briefly on this to show development.

### **Our findings**

#### **2.1 How well do practitioners keep children safe and healthy?**

We saw that the principles of the Gold Healthy Snack Award have been reinstated. Children are offered a choice of fruit and toast and the registered person acknowledged that independence during snack time is an area that needs to continue to develop. Fresh drinking water is now available for children throughout the session. The registered person told us that they were planning to introduce a programme designed to promote dental hygiene.

Staff endeavour to keep children safe and healthy by following the procedures in place.

#### **2.2 How well do practitioners manage interactions?**

Staff were seen to be consistent and work in line with their behaviour management policy, which has been updated to include all of Standard 9 of National Minimum Standards for Regulated Childcare (NMS). The registered person told us that a clear key worker system is now also in place and is working well.

Staff show an appropriate understanding of how to support positive interactions between children; they are warm and praise consistently.

### **3. Environment**

#### **Summary**

This was a focused inspection so we did not consider this theme in detail. This will be looked at in full at the next inspection. However, we carried out a brief visual check of the premises and noted improvements with regard to recommendations made during the last inspection. We have commented briefly on this to show development.

#### **Our findings**

##### **3.1 How well do leaders ensure the safety of the environment?**

We found that appropriate safety measures are in place to keep children safe and that children are cared for in an environment that meets their needs. Gas and safety checks were forwarded to CSSIW as requested in advance of this inspection.

Suitable systems are in place to keep children safe within the play group.

##### **3.2 How well do leaders ensure the quality of resources and equipment?**

Play areas are now organised in line with the seven areas of learning of the Foundation Phase. The service does not have an outside play space, but the main play room is large enough to allow children to have opportunities for physical activities indoors which includes trikes and a small climbing frame and slide. Regarding the use of incidental Welsh, the registered person told us that suitable courses for some staff are being considered. In the meantime, the service currently has fortnightly support from an organisation to increase the use of Welsh and that this is an area that needs to continue to develop.

Managers make the best use of the available facilities to provide suitable activities to promote children's development.

## **4. Leadership and Management**

### **Summary**

Overall we found that the quality of leadership and management has significantly improved since the last inspection and that no matters of non compliance are considered outstanding. We found the registered person to have a better understanding of the requirements of the Child Minding and Day Care (Wales) Regulations 2010 and of National Minimum Standards for Regulated Child Care. The registered person told us that she recognises the positive impact that appropriate systems, policies and practices have on the quality of the service and outcomes for children.

### **Our findings**

#### **4.1 How effective is leadership?**

The registered person has shown that she is able to sufficiently bring about the changes and improvements required to ensure the service complies with Regulations and meets the minimum standards expected. It was reassuring to see the progress that has been made in a relatively short space of time, as follows:

- The statement of purpose now accurately reflects the service provided as outlined in National Minimum Standards for Regulated Childcare (Standard 1.2) and a copy was sent to CSSIW in advance of this inspection;
- a risk assessment checklist is now in place and is carried out each morning. A template for a more detailed risk assessment for specific activities or outings has also been devised. We recommended that checking of the hot water boiler is added to the checklist and that the checklist is signed or initialled by the staff member who completes it;
- Policies and procedures have been updated to ensure they are appropriate for the setting and the registered person is aware of her responsibility to review regularly. Staff now sign the policies to indicate that they understand the information (including child protection policy);
- the provider has implemented recommendations from the Environmental Health Officer made in June 2016 and attention is being paid to infection control procedures;
- appropriate hygiene procedures are encouraged and practised and we found that hot water was available for hand washing, children's dignity is protected and safe practice procedures are employed during nappy changing/toileting procedures;
- a system for reporting of accidents/incidents is now in place and records are up to date. Existing injuries and 'notable information' is now being recorded as a safeguarding measure as well as the implementation of a visitors book and
- fire drills are now recorded more fully.

The registered person is striving to embed change and implement effective procedures in order to deliver positive outcomes for children.

#### **4.2 How effective is self evaluation and planning for improvement?**

A quality of care review has been completed and a report forwarded to CSSIW in advance of this inspection. A staff training matrix has been compiled to keep track of necessary training and completion dates to assist with organisation of the service.

There are effective systems in place to support service developments.

#### **4.3 How effective is the management of practitioners, staff and other resources?**

We found that a clear recruitment system is now in place so that any new members of staff will be recruited in line with regulatory requirements and safe recruitment procedures. Contracts of employment, references and employment history procedures, carrying out supervision to promote staff development and safeguarding refresher training have also been undertaken. An induction process is now in place ready for use with any new staff and the fitness of all staff currently employed has been verified. We found two issues within staff files that needed addressing. We considered this to be an oversight given the good progress made with staff files in general and this was rectified promptly by the registered person.

The registered person has implemented effective procedures to manage staff and resources, which will further embed as the service develops.

#### **4.4 How effective are partnerships?**

We noted that a 'settling-in' policy is now in place to inform parents when they are considering using the service.

The registered person maintains effective partnerships which benefit children.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

- Regulation 25(c) Hazards and Safety: this is because unnecessary risks to the health or safety of relevant children had not been identified and so far as possible eliminated. The provider had not actioned recommendations from the Environmental Health Officer made in June 2016, there were poor nappy changing arrangements during the inspection and no hot water available for hand washing during our first visit.
- Regulation 28(2)(b)(ii) Suitability of Workers: this is because not all necessary checks required by the regulations to establish the fitness of staff had been obtained, namely two written references (Schedule 2 Part 2 Regulation 34(l)(i) and a full employment history together with an explanation of any gaps in the person's employment (Schedule 2 Part 2 Regulation 34(l)(ii).
- Regulation 29(3)(a) Employment of Staff: this is because staff had not received formal supervision sessions so that their training needs can be assessed and discussions held about their development, child care practice or safeguarding matters.
- Regulation 16(1) Review of quality of care: this is because there was no system in place to monitor, review and improve the quality of care given to children and no annual reviews had been undertaken for some time. We fully discussed the need for the registered provider to be more proactive in considering the views of parents, staff and children about the quality of care provided and the need for any improvements for the service. We did not issue a non-compliance notice for this particular matter.

### **5.2 Areas of non compliance identified at this inspection**

All matters of non compliance outlined above have been addressed and there is no further non compliance to report.

### **5.3 Recommendations for improvement**

We made the following good practice recommendations:

- Rectify two issues on staff files, including a minor gap in an employment history and photographs for staff. This was addressed promptly;
- the risk assessment checklist should be slightly amended and signed. This was addressed promptly;
- continue to improve methods of encouraging choice and independence for children, particularly during snack time and;
- continue to develop use of incidental Welsh over time.

## **6. How we undertook this inspection**

This was a focussed inspection undertaken to consider the non compliance matters highlighted in the last report:

- One inspector undertook one unannounced visit to the service. We spent almost three hours within the playgroup to observe children and the care they received;
- we reviewed information held by CSSIW;
- we undertook a brief visual inspection of the premises;
  
- we spoke to some staff members who were present and we looked at a range of records. These included focusing on the staff files including recruitment procedures and supervision records, health and safety checklists and risk assessments.

Further information about what we do can be found on our website [www.cssiw.org.uk](http://www.cssiw.org.uk)

## 7. About the service

<b>Type of care provided</b>	Children's Day Care Sessional Day Care
<b>Registered Person</b>	Sarah Pedwell
<b>Person in charge</b>	Sarah Pedwell
<b>Registered maximum number of places</b>	24
<b>Age range of children</b>	Two to five years
<b>Opening hours</b>	9.15 – 11.45am Monday – Friday during term time only
<b>Operating Language of the service</b>	English
<b>Date of previous CSSIW inspection</b>	23 and 24 January 2017
<b>Dates of this inspection visit</b>	27 April 2017
<b>Is this a Flying Start service?</b>	No
<b>Does this service provide the Welsh Language active offer?</b>	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. We recommend that the service provider considers Welsh Government's More ' <i>Than Just Words follow on strategic guidance for Welsh language in social care</i> '.
<b>Additional Information:</b>	