



Inspection Report

Tiddlywinks Playgroup

**Special Needs Activity Centre
Lady Charlotte Lane
Margam
Port Talbot
SA13 2BL**



Date Inspection Completed

14/12/2023

Welsh Government © Crown copyright 2023.

*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
You must reproduce our material accurately and not use it in a misleading context.*

About Tiddlywinks Playgroup

Type of care provided	Children's Day Care Full Day Care
Registered Person	Vicky Williams
Registered places	50
Language of the service	English
Previous Care Inspectorate Wales inspection	26 October 2022
Is this a Flying Start service?	Flying start places are offered
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.

Summary

As this was a focused inspection, on this occasion, we did not consider well-being, care and development, environment and leadership and management in detail.

Most children are happy and comfortable in their surroundings. They interact positively with each other and are developing social skills which further enhance their interactions. Children generally play freely and express their needs appropriately. They have appropriate opportunities to develop their independence skills.

Most staff are warm and friendly towards children. They are positive role models and sometimes play alongside the children, providing an appropriate range of play and learning activities. However, they do not fully understand their roles and responsibilities in keeping children safe.

People who run the setting ensure the indoor environment is spacious and provides appropriate opportunities for play and learning. However, significant improvements are needed to ensure all risks are identified and eliminated.

Leadership and Management needs a significant improvement. As a result of non-compliance with the Child Minding and Day Care (Wales) Regulations 2010, we, Care Inspectorate Wales (CIW), have issued four priority action notices, two of which are urgent. We have also noted two further areas for improvement and two recommendations at the end of this report. During the course of inspection, people who run the setting have engaged positively with Care Inspectorate Wales.

Well-being

As this was a focused inspection, we have not considered this theme in full.

Most children are happy and enjoy themselves at the setting. They play freely and express their needs appropriately. For example, at snack time, children choose what they want and serve themselves. Children have sufficient opportunities to engage in free play, deciding what they want to do and where they want to play. For example, some children chose to play in the sensory room whilst some children engaged in a directed activity in the art room. Some children are confident communicators, engaging us in their play and chat.

Most children are settled and cope well with separation from their parents and carers. They are familiar with each other and are starting to make friends, playing happily with each other and staff. Some children show bonds of affection with staff, for example asking for a cuddle when needing reassurance. Children express their needs verbally and non-verbally, and staff listen to their views and wishes most of the time. However, some children's needs are not always spotted quickly enough during transitions within the setting, which impacts children's well-being and their interactions with staff. Staff interactions are discussed further under the Leadership and Management theme.

Most children are engaged in their play and learning. They enjoy a reasonable selection of opportunities, and many children initiate their own play. For example, a few children created a traffic jam with the vehicles and staff encouraged them by discussing colours and numbers.

Children develop their independence skills well. For example, they choose their breakfast and serve themselves using the appropriate equipment. Many children use the toilet independently, with support and encouragement to wash and dry their hands from staff. However, older children who do not need support are unable to wash their hands sufficiently as the soap is not within their reach.

Care and Development

As this was a focused inspection, we have not considered this theme in full.

Most staff understand their roles and responsibilities in keeping children safe and healthy. They implement basic cleaning and hygiene practices. For example, they clean surfaces using anti-bac wipes, and wear Personal Protective Equipment (PPE) when changing children's nappies and preparing meals. However, staff do not wear appropriate PPE when supporting children with the toilet or to clean potties. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Children can use the toilet independently, however their privacy and dignity is not always respected due to the layout of the cubicles and doors. This has an impact on children's well-being, and we have therefore issued a priority action notice. The provider must take immediate action to address the issue.

Most staff understand their duty to protect and safeguard children in their care, however they do not always understand the seriousness of some incidents that occur. Staff do not consistently complete accident and incident records, and the records do not always contain sufficient information in relation to the accident or incident that has occurred. This places children's safety and well-being at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address this issue. The registered person has improved the relevant records during the course of inspection and CIW will consider these at the next inspection. All staff have recently undertaken emergency paediatric first aid training. However, people who run the setting do not always ensure the required full paediatric trained staff are present in line with regulations. This is an area for improvement, and we expect the provider to take action.

Some staff display a good understanding of the behaviour management policy and implement positive behaviour strategies. For example, staff praise children for their efforts saying, "*Well done, you did great!*" They interact positively with the children and engage in a warm and gentle way. Children are beginning to share and take turns. However, not all staff are confident responding to behavioural issues, and did not always notice when there were disagreements between children. Therefore, children were not always appropriately supported.

Environment

As this was a focused inspection, we have not considered this theme in full.

People who run the setting ensure the environment is satisfactorily secure, as staff monitor the main entrance to ensure no one has unsupervised access to the nursery. They promote a warm and adequately clean environment.

People who run the setting carry out and record basic risk assessments. However, they do not identify all risks in the general risk assessments or take appropriate action when new risks arise. For example, risks relating to toilets, broken tiles, and clutter. Children have access to areas that are not free from hazards, and this has a potential impact on children's health and well-being, potentially placing them at risk. These are serious matters and we have therefore issued an urgent priority action notice. The provider must take immediate action to address this issue. During the course of inspection, the provider has acted swiftly to make the appropriate repairs and remove clutter. This will be tested at the next inspection.

People who run the setting ensure that all children have access to age-appropriate furniture, toys, and equipment. There are sufficient resources within their rooms to keep the children's interest. People who run the setting provide resources at low level for children to access independently, although many resources are out of reach within the curiosity room. Children are confident to ask staff when they want something, and staff respond promptly.

Leadership and Management

As this was a focused inspection, we have not considered this theme in full.

People who run the setting have engaged positively with Care Inspectorate Wales (CIW) during this inspection and where areas of non-compliance have been identified, they have promptly made improvements. However, leadership and management needs significant improvement as they do not comply with all their regulatory responsibilities. For example, the registered person failed to notify CIW of staff changes, including a person in charge who had returned to work after a period of absence. This was swiftly rectified during the course of inspection, however due to the lapse in time and potential impact on children's well-being and care, this is an area for improvement, and we expect the provider to take action. People who run the setting have a suitable statement of purpose, which provides parents with clear information about the setting. They regularly review their policies and procedures and ensure they are available to staff, parents and carers.

People who run the setting ensure they maintain adult to staff ratios routinely and they accurately record attendance. However, staff are not deployed effectively. This impacted their ability to adequately supervise children and attend to their needs. This places children's health and well-being at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address this issue. Since the inspection visit, the registered person has prioritised restructuring staff to ensure appropriate supervision of children. This will be tested at the next inspection.

People who run the setting carry out regular appraisals and staff supervisions. They support staff and allow for opportunities to identify areas of staff development. However, records do not reflect discussions around safeguarding or any areas of concern.

People who run the setting are committed to developing positive relationships with parents and carers. They are implementing new systems to keep parents and carers well informed about their child's time at the setting. For example, they are introducing an app that will provide immediate updates throughout the session.

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
25	The registered person must ensure they identify any risks and hazards to the health and safety of children and take prompt action.	New
20	The registered person must ensure staff are deployed effectively throughout the setting to enable them to supervise children appropriately at all times.	New
20	The provider must ensure children's privacy and dignity is respected when using the toilet.	New
30	The registered person must ensure appropriate records are completed promptly and fully following an accident or incident.	New

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
25	The registered person must ensure rigorous hygiene practices to prevent the risk of cross-contamination/infection.	New
31	The registered person must ensure they notify Care Inspectorate Wales (CIW) of all significant events at the service within the required 14 days.	New
24	The provider must ensure there are sufficient members of staff with the appropriate first aid qualification present on the premises at all times.	New

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 13 (Day Care) - Suitable Person	Provide further training opportunities for staff, including behaviour management and manual handling.

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)
Strengthen supervision and appraisal records to reflect discussions around safeguarding

and other significant areas of concern.

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 15/01/2024