



Inspection Report

Playdays Childcare

**Play Days Childcare
Crown Buildings
Brodog Lane
Fishguard
SA65 9NT**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

12/01/2022

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About Playdays Childcare

Type of care provided	Childrens Day Care Full Day Care
Registered Person	Kelly McDonald
Registered places	45
Language of the service	English
Previous Care Inspectorate Wales inspection	30 March 2017
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.

Summary

Children are happy, express enthusiasm and enjoy their time at the setting. The children have freedom to explore their playroom, they choose which toys they want to play with and have a strong sense of belonging. Children enjoy a good range of interesting opportunities and are encouraged to develop their independence skills. Children are engaged and interested in their play and share their excitement with staff.

Care staff understand and implement all policies and procedures to promote healthy lifestyles and personal safety. They follow effective hygiene practices, which have been reinforced following the pandemic. Care staff consistently implement positive behaviour management and plan, prepare and carry out activities suitable for the children in their care.

People who run the setting offer a safe, secure and suitable environment. They provide a good range of toys, resources and equipment for the children to use. People who run the setting ensure the children use the outdoor area as often as possible.

People who run the setting keep all of their policies, almost all records and risk assessments up to date. They evaluate their service and produce a valuable quality of care of report. People who run the setting do not always follow adequate suitability checks when employing new staff.

Well-being

Children have a strong voice. Children have freedom to explore their playroom and choose which toys they want to play with and where they want to play. For example, when asked *“who wants to go outside to play?”* most responded *“me!”* and others said, *“I want to stay inside”* Staff responded *“that’s fine, you don’t have to go out”*. Children have choices of which colour wetsuit they want to wear before going out to play. They confidently asked for more cheese at lunchtime and were given more.

Children are very happy at the setting. They know the routines well, even with the added cleaning and hygiene practices linked to Covid-19. They wash their hands at appropriate times and help tidy toys away after use. Younger children remain close to care staff as they are unsure of our presence. Older children confidently approached us to share stories and show their toys. Parents said their children thoroughly enjoy attending the service.

Children have good bonds of affection with care staff and seek out familiar people who they know will help them. For example, one child climbed onto a staff member’s lap and cuddled up. Children are beginning to learn about sharing and taking turns. Some children need reminding about the importance of sharing equipment and being kind to each other. For example, when a child took all the porridge and pots from the mud kitchen, so nobody else could play with them.

Children enjoy playing and are curious and excited learners. For instance, children enjoyed making us meals in the kitchen, singing and chatting as they cooked; *“mash, mash, mash.....mix, mix, mix.”* *“we need to keep the food nice and warm”* Children who do not want to participate in adult led activities are able to choose independently to play with other resources. Nearly all children enjoy a good range of interesting opportunities, participating in activities for appropriate periods. For example, we observed children enjoying playing in the construction area for a period of 15 minutes, fixing trains and cars. Another child lay a block on a doll and said *“the baby is playing with the block”*.

Children experience interesting and developmentally appropriate opportunities. They show interest and respond to the activities they are involved in. For example, children used glue to stick pieces of paper to create Sali Mali. Children are able to access storage cupboards independently when they want an activity. Children are encouraged to develop their independence skills enabling them to do things for themselves successfully. For example, some children did their own zips up on their coats and put on their shoes, whilst some needed some help to start.

Care and Development

Care staff have a thorough understanding of their responsibilities to protect children and keep them safe. Care staff showed good understanding to their duty in keeping children safe, and know the setting's safeguarding policy and procedures should they have any concerns. They all have installed the 'All Wales Safeguarding app' on their phones. Care staff understand, implement and follow effective hygiene practices, and follow correct procedures when changing nappies. Care staff are aware of children's preferences or dietary needs and offer children a range of healthy meals and snacks.

Experienced and qualified staff care for children effectively and meet their individual needs well. They consistently implement positive behaviour management strategies so children know what the expectations are. For example, care staff intervened appropriately and calmly when a child refused to share equipment with others. They discussed the importance of sharing and spoke to them at the child's level. Care staff talk to the children throughout the day, asking questions, repeating children's words or as part of their play/activities. For instance, care staff asked questions about the older children's day at school and chatted to them while they ate their lunch.

Care staff listen and respect the children's views. Care staff interact with children kindly and warmly. For example, they listen intently to children's needs and develop the children's understanding through appropriate questioning and encouragement; *"Are you ok? Do you need a little help? That's fantastic, well done...see you can do it!"* Care staff have a good understanding and knowledge of the children's developmental needs, planning activities together and including children's ideas and suggestions. They use long-term and short-term planning, suitable for children's age and stage of development. They assess children's progress and these feed into the activity plans. Care staff promote the children's home language, with English being the predominant language at the setting. Where required care staff speak to the children bilingually.

Environment

The environment is very secure and well maintained indoors and outdoors. Access to and from the setting is secure and there are thorough safety measures in place. People who run the setting ensure there are clear cleaning routines to maintain infection control methods. New and revised policies are in place to reduce the spread of infection due to Covid-19. The premises is warm, inviting and decorated with the children's artwork. People who run the setting identify and minimise risks to children's safety very well. They conduct thorough maintenance and safety checks to maintain the upkeep of the property. People who run the setting carry out regular fire drills, record the details and file them safely. Since the last inspection, people who run the setting have made several improvements; repainted interior walls, replaced the cladding and built an outdoor classroom.

The setting offers sufficient play space for all of the age ranges as well as an outdoor area for younger and older children. During the pandemic, people who run the setting have built a wooden, watertight outdoor classroom to a high standard. This allows children the choice to play and learn indoors or outdoors. The set up in the older children's playroom, with double doors opening out to the garden, allows children to free flow from inside to outside safely, as they wish.

People who run the setting offer age-appropriate equipment and the children can access the toys independently, as they are stored at an appropriate level. They maintain the upkeep of the equipment to ensure it is safe and suitable for children. Children socialise happily, as they sit at age-appropriate tables, chairs and high chairs. People who run the setting provide good resources to promote children's curiosity about the wider society, including cultural awareness. They ensure that all children can access good quality and a broad variety of appropriate toys and equipment. For instance, dolls, construction toys, a role-play area, interactive toys, some small physical soft play and loose parts to encourage imaginative play. People who run the setting said they use the outdoor play space as often as possible, and children can access age-appropriate toys, resources and equipment, including construction play, climbing equipment, role-play and an area for ride-on toys.

Leadership and Management

People who run the setting have a strong vision for the service which they share with others. They maintain and share an up-to-date, comprehensive and professional statement of purpose that accurately reflects the service provided and exceeds the National Minimum Standards. They review their policies regularly and ensure that care staff implement them in practice.

People who run the setting keep nearly all the required records including individual needs, contracts and permissions. These are combination of written records and information on the nursery / parent app. People who run the setting have a good understanding of their responsibilities to promote the Welsh language.

People who run the setting implement a self-evaluation review. They seek the views of their parents/carers and produce a basic quality of care report. However, it does not include the views of children; what the setting has done well over the past year and what the setting's plans are going forward.

People who run the setting mostly carry out suitability checks and all care staff have a valid Disclosure and Barring Service (DBS) certificate. However, people who run the setting did not have written staff references available for three staff files viewed and therefore an area for improvement has been issued. Staff CV's were available, but are not kept in staff files. The performance management process is good and encourages care staff to attend a range of training and to apply their learning. For example, staff have attended safeguarding, first aid and food hygiene. People who run the setting hold regular, good supervision and appraisal meetings. They keep a record of children's actual times of attendance and who was caring for the children. Staff said they feel very well supported in their roles and that management operate an open door policy.

People who run the setting ensure that they have good systems in place to communicate and engage effectively with parents. They keep them well informed via a secure nursery app, which allows parents / carers to view photographs, accident logs, food and sleep logs and development targets. They also use social media effectively to let parents know about changes to the setting or activities. People who run the setting ensure that when there are concerns about children's progress or development they follow procedures and protocols consistently. Parents said the service is supportive in all aspects of their children's development; they keep them updated with daily information.

Recommendations to meet with the National Minimum Standards

R1 Include staff CV's in staff files.

R2 Develop the quality of care review further to include children's views.

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
28	The provider is not compliant because out of the three staff files viewed, one had no references, one	Achieved

	had two references and one staff file had the one reference.	
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