



## Inspection Report

**Thornhill Playgroup**

**Community Centre  
Leadon Court  
Thornhill  
Cwmbran  
NP44 5TZ**



**Date Inspection Completed**

17/11/2022

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## About Thornhill Playgroup

Type of care provided	Children's Day Care Sessional Day Care
Registered Person	Victoria Rogers
Registered places	16
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">Manual Insert]</a> 15 February 2018
Is this a Flying Start service?	<a href="#">Manual Insert]</a> Yes
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

<u><a href="#">Well-being</a></u>	<b>Adequate</b>
<u><a href="#">Care and Development</a></u>	<b>Poor</b>
<u><a href="#">Environment</a></u>	<b>Adequate</b>
<u><a href="#">Leadership and Management</a></u>	<b>Poor</b>

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

### **Summary**

Nearly all children are happy, relaxed and enjoy their time at the setting. Children are confident to express their ideas and opinions and are mostly able to make decisions about how they spend their time. They are developing positive relationships with each other and staff. Children's independence is progressing well.

Staff are kind, caring and offer reassurance to children when needed. Staff engage very well with children, providing them with suitable play opportunities to encourage their curiosity and extend their learning. Staff have a basic awareness of their roles and responsibilities regarding safeguarding matters. However, children are not kept safe and healthy as the registered person has not ensured that safeguarding concerns raised are dealt with in accordance with the settings safeguarding policy. We have therefore, issued a priority action notice. The provider must take immediate action to address these issues.

The environment is safe, clean and secure. However, during the inspection we identified several areas that require improvement. There are a good range of toys and resources to encourage children to play and learn, both indoors and outdoors. The environment provides children with suitable opportunities to make independent choices in their play and develop their self-help skills.

The registered person is not fully aware of their regulatory responsibilities in relation to safe recruitment. There are several other areas which require improvement. There are a suitable range of policies, procedures, and documentation in place. However, some require reviewing. Staff are happy at the setting. They undertake a range of training opportunities via the Flying Start team. Several awards have been achieved by the setting demonstrating their commitment to improvement. Relationships with parents are good.

**Well-being****Adequate**

Nearly all children have adequate opportunities to make choices and decisions about how they spend their time. They have a variety of beneficial toys and activities available to them most of the time. However, during the inspection some play areas and resources were restricted due to a photographer attending the setting, limiting children's choice. Most children express themselves confidently, as they know their wants, needs and moods will be listened to. For example, a child told a staff member they didn't want to have their photograph taken and this was respected.

Nearly all children are happy, relaxed and they enjoy their time at the setting. They are comfortable in their surroundings, familiar with daily routines and have a good sense of belonging. Children arrive from school, confidently hang their coats up and place their bags at the table in readiness for lunch time. All children receive frequent praise for their efforts and achievements, this makes them feel happy and valued. A child showed great pride when staff celebrated when they completed their sticking picture. The staff member asked the child if they could display it on the wall for everyone to see, but the child declined as they wanted to take it home.

Nearly all children enjoy their play and learning. They are enthusiastic and fully involved in the activities. Most children have suitable opportunities to develop, learn and use their imagination to meet their developmental needs. Children concentrate for a good length of time in line with their age and stage of development. They enjoy one another's company showing interest in what each other is doing. Children play well together, chatting to each other and to staff about what they are doing. Children are able to follow their own interests and told us how they like to play with the cars.

Children are beginning to develop their independence skills, enabling them to do things for themselves. Many children access the toilet and wash their hands competently, other children are offered support when needed. At mealtimes most children are supported to pour their own drinks. All children are encouraged to help tidy up after play.

## Care and Development

Poor

Staff do not always ensure that children are kept safe and healthy. The setting has a range of suitable policies and procedures in place; however, these are not always effective in providing staff with clear guidance to follow when carrying out daily care routines. For example, the nappy changing policy does not reflect the current infection control guidance and does not include a clear procedure for staff to follow. Staff do ensure the privacy and dignity of children. We saw children being gently guided back into the toilet cubicle to ensure that they were fully dressed before exiting. Staff adequately record, maintain and review accident, incident and medication records. Staff provide children with a suitable range of healthy snacks. Staff follow good hygiene practices at mealtimes, tables are wiped before children sit down to eat and staff wash their hands often when handling food to prevent cross contamination. Staff implement appropriate procedures to support children who have allergies and intolerances. However, the information in the procedures is not clear to ensure that staff know what is expected. Staff keep children well hydrated by ensuring water is always available.

Staff we spoke with had a basic awareness of their roles and responsibilities. They know to report concerns to the designated safeguarding officers. However, safeguarding records seen, evidenced that the registered person has not ensure that safeguarding concerns raised are dealt with in accordance with the setting's safeguarding policy. Advice is not sought from the appropriate professionals in order to assess the required steps to be taken. We have therefore, issued a priority action notice. The provider must take immediate action to address these issues.

Nearly all staff interact very well with the children and build positive relationships with them. They are warm, kind and offer reassurance when needed. Nearly all staff understand the behaviour management policy and implement appropriate positive behaviour management strategies. All staff praise and reinforce positive behaviour, including when children say please and thank you. Older children are supported to become responsible for their own behaviour. For example, a staff member guided a child to politely ask to access toys where an adult was sitting.

Staff know the children well, are responsive to individual children's needs and treat them with respect. They engage positively with the children, supporting their play, and building their confidence. Staff do not always ensure they have all the necessary information about all children prior to them starting at the setting. They complete regular observations and assessments to enable them to monitor children's progress and plan for their next steps, which they currently do informally. However, we saw a few activities, which were set up with the sole purpose to assess children's development. Children are given a choice if they wish to take part or not. However, this approach can restrict children's natural play opportunities.

**Environment****Adequate**

The setting is secure, clean and most areas are adequately maintained. The registered person appropriately records children's times of arrival and departure. However, it was found that staff attendance is not accurately recorded making it unclear which staff are providing care for children at any given time. However, the registered person took immediate action to address the issue. The registered person implements processes to ensure the safety of the environment for example by ensuring that regular fire equipment safety checks are carried out in a timely manner. However, fire drills are not carried out at regular periods. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. There are some basic written risk assessments in place and daily safety checks of all areas are carried out. However, these are not robust as they do not include all potential hazards or the necessary steps to be taken to eliminate risks. During the inspection we found a few emerging risks. However, the registered person took immediate action to address the issues.

The registered person ensures suitable facilities and good quality, appropriately sized furniture to meet children's needs. The layout of the environment allows children to move around freely. There are some pictorial signs displayed which support children with activities such as hand washing and reminding them to walk safely when going outside. Children's self-help skills are promoted by them being able to access toilet facilities, with minimal support from staff. Should children wish to rest during the day there are a range of options available to them which are placed in the main playroom.

The registered person ensures a wide range of equipment and resources both indoors and out, that develop and promote children's curiosity. They organise toys and resources inside on low level shelving units, so they are easily accessible to children. The garden area is secure and of suitable size and provides children with a range of opportunities from growing vegetables, herbs and flowers to physical play through the use of bikes and large apparatus such as a slide.

## Leadership and Management

Poor

The registered person is committed to providing a quality service and responds positively to recommendations for improvement. She has produced a clear statement of purpose which provides parents with the relevant information about the setting, so they can make an informed choice. The registered person provides staff and parents with a suitable range of policies, procedures and documentation to support the running of the setting. However, some of these require updating to ensure they reflect current practice and provide staff with clear instructions as to what is required of them. Documentation, such as children's contracts are signed and exchanged with parents prior to the children starting at the setting. However, we found that not all the details were completed fully or clearly. Care Inspectorate Wales (CIW) are not always informed of significant events which take place at the setting. For example, it was identified during the inspection that CIW has not been informed about an incident which had previously occurred. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The registered person has adequate self-evaluation procedures in place, where they informally seek the views of parents, children, and other professionals. As part of the process, she produces a report. However, the registered person has not undertaken a review of the service in a timely manner. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The registered person does not follow suitable recruitment procedures. During the inspection five staff files were viewed. All of these did not contain the information required by regulation to evidence their suitability. For example, three of the staff files did not have the required number of references. Therefore, the registered person cannot be confident that all staff employed to work directly with children are appropriate to do so. We have therefore, issued a priority action notice. The provider must take immediate action to address these issues. Staff are well qualified and have completed the required mandatory training. Additional training is also undertaken such as speech and language via the Flying Start team. Supervision and appraisals are completed; however, these are not always in a timely manner and the registered person does not always communicate important information in a clear and timely manner. Staff we spoke to were very complimentary about the registered person and shared how they feel supported in their roles.

Staff have good relationships with parents. They keep them informed and work well together to plan for children's individual needs, promoting positive outcomes for children. The setting has achieved several awards, demonstrating their ongoing commitment to improvement. Parents we spoke with were highly complementary about the setting. They told us staff are very approachable and supportive.



## **Recommendations to meet with the National Minimum Standards**

R.1. Policies and procedures should be reviewed to ensure they reflect current practice and provide staff with clear procedures to follow. R.2. Clear and consistent documentation should be completed for all children on entry to the setting. R.3. Practices regarding observation and assessment of children should be embedded into children's natural play opportunities.

R.4. Supervisions and appraisals should be carried out in a timely manner.

R.5. People running the setting should ensure they communicate important information clearly across the whole team.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
22	The registered person does not always ensure that safeguarding concerns have been dealt with appropriately. All concerns must be dealt with appropriately and promptly to ensure that children are safeguarded.	New
28	The registered person has failed to ensure that all required suitability checks on staff employed have been carried out prior to appointment at the setting. The registered person must be satisfied that staff employed have the appropriate skills and are suitable to work with children.	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 failed to identify, assess and minimise risk to children at the setting. Suitable arrangements must be in place to identify and eliminate risks.	New
31	The registered person has failed to keep CIW informed of significant events which could have affected the welfare of the children at the setting. CIW must be informed of any significant events which impact s on the welfare of the children within the appropriate timescales.	New
30	The registered person failed to ensure accurate records of staff members' hours of work are recorded. Accurate records must be maintained to identify which staff have worked with which children at specific times in the day should a safeguarding incident occur.	New
38	The registered person has not ensured that fire drill practices with staff or children have been carried out at regular periods. Adequate fire safety precautions must be in place and followed routinely.	New
16	The registered person has not reviewed or completed a report, regarding the quality of care for their service within the last 16 months. The quality of care report, which is to include views collated from children and their parents/guardians and staff must be written and reviewed, annually The report is to identify areas for improvement and actions taken.	New

Ratings	What the ratings mean
<b>Excellent</b>	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.
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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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