

# **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  
Child Minding and Day Care**

**Sunflower Tots Wrap Around**

Duffryn Community Centre  
Duffryn  
Newport  
NP10 8TE

**Date of publication – 22 June 2011**

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**Care and Social Services Inspectorate Wales**

South East Wales  
 6th Floor  
 Civic Centre  
 Pontypool  
 Torfaen  
 NP4 6YB

01495 761200

01495 761239

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| Name of setting :                                  | Sunflower Tots Wrap Around |
| Contact telephone number:                          | 01633 815032               |
| Registered Person/Responsible Individual           | Clare Dare                 |
| Person in charge:                                  | Tracey Cheese              |
| Number of places:                                  | 24                         |
| Date of this visit :                               | 28 June 2011               |
| Dates of other relevant contact since last report: |                            |
| Date of previous report publication:               | April 2010                 |
| Inspected by:                                      | Majella McKenzie           |

## Introduction

Sunflower Tots Wrap Around is a playgroup operated as part of a group of child care provisions by Duffryn Community Link, a registered company which is community based. The playgroup operates mornings only Monday to Friday from the first floor of the community centre in Duffryn, Newport. It offers a playgroup facility to up to 24 children aged between 2 and 5 years of age.

In recent times the group has offered care to children who had previously been eligible for Flying Start places under the Newport City Council scheme, but as a result of a review of eligible postcodes are no longer eligible for the Flying Start place.

Sunflower Tots Wrap Around are members of the Wales Pre-school Providers Association (WPPA).

## Summary of inspection findings:

### What does the provider do well?

Strives to offer a flexible quality service to the community.

### What has improved since the last inspection?

Comprehensive review of service was undertaken and a report produced.

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

#### a.) priorities

None identified at this inspection.

#### b.) other areas for improvement

Staff supervision notes to be duplicated from other groups they work in and sited in the playgroup.

## Inspection methods

This report is based on evidence from:

The Self Assessment of Service (SAS) form completed by the Responsible Individual (RI) and Person in Charge (PiC) and returned to the Care and Social Services Inspectorate Wales (CSSIW) before inspection.

Seven questionnaires from parents were received before inspection. These all confirmed satisfaction with the service offered by Sunflower Tots Wrap Around. Parents gave reasons for choosing the service as: convenient location, lovely friendly staff, knew the staff from other children attending. Parents confirmed that they had received information about the group and were confident to raise concerns, one parent commenting:

*I raised a concern...I felt comfortable approaching the senior and very happy with her answers". A typical comment was; It's very well done and organised. My child loves it and I am very relaxed leaving her there".*

Four staff questionnaires were received. They indicated that training was in place, and the training they had undertaken, along with supervision and appraisal. When spoken to at inspection staff confirmed that they were happy in their roles within the group.

Day-to-day records were viewed at inspection and all seen were appropriately kept.

Staff were observed caring for the children both in the playroom and during outdoor play. They were also seen giving feedback to parents.

Discussions took place with the PiC and RI on the day of inspection.

On the day of inspection Sunflower Tots Wrap Around met with all the requirements of the Child Minding and Day Care (Wales) Regulations 2010. There is one good practice recommendation made. Sunflower Tots Wrap Around continued to offer a quality service provided by competent, caring staff.

**Information on service**

**Inspector`s findings:**

Sunflower Tots Wrap Around displayed the current CSSIW certificate of registration in the play room along with other certificates and information for parents.  
 An informative leaflet outlining the service offered had been revised and was available to parents.  
 The main language used in the playgroup was English with incidental Welsh used at circle time.  
 Duffryn Community Link had devised contracts with parents for all its settings. These were said to be reviewed annually.  
 At the time of inspection there were no children with additional needs on roll. There were children with language needs and these were seen to be well supported by staff.  
 A review of service had been undertaken during 2009/10 and the current review would be undertaken in September. A copy should be forwarded to CSSIW.

**Requirements made since the last inspection report which have been met:**

| Action required | When completed | Regulation number |
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**Requirements which remain outstanding:**

| Action required (previous outstanding requirements) | Original timescale for completion | Regulation number |
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**New requirements from this inspection:**

| Action required | Timescale for completion | Regulation number |
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**Good practice recommendations:**

**Planning for individual needs and preferences**

**Inspector`s findings:**

The PiC confirmed that each child is settled into playgroup according to their own needs and the group tends to follow the child's lead. A child will visit with their parent and can then make as many visits as they need before taking up the place. Child information sheets record personal information on the child and the playgroup undertakes its own assessments (One Step) once the child takes up a place. Staff had introduced 'Our Little Petals' achievement chart. A wall display with sunflower on which the petals recorded individual achievements with the date and these contribute to the 'Petal of the Week'. All petals were transferred into the child's progress book and given to the parent when the child left the playgroup.

There were children from different cultures and who had different home languages attending the playgroup. Staff were seen to be sensitive and respectful to individual differences and needs.

The playgroup was on the first floor of the community centre and was difficult to access for children or parents with mobility difficulties.

There were three child sized toilets and hand basins off the playroom along with a nappy change unit.

WPPA record books were kept by the playgroup. The register recorded staff attendance at the foot and was kept accurately. The accident book had been appropriately completed and countersigned by parents. The playgroup did not give medication and therefore there was nothing recorded as having been given.

Policies on the collection of children (not to be handed to persons under the age of 16 years) and the procedure to follow should a child become lost were in place and not viewed at this inspection.

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**Good practice recommendations:**

**Empowering service users, encouraging life style choices**

**Inspector`s findings:**

Sunflower Tots Wrap Around playgroup had to move children up and down stairs in order to access the outdoor play area. This was seen to be undertaken with care and the children had been well trained in taking the stairs in single file. Movement outside the building to the play area was with the aid of a 'holding on' rope with the children moving in single file.

The playgroup followed themes and topics (On and Under the Sea). Planning sheets were displayed in the playroom with more detailed extended plans in areas of learning (mathematics and mark making). The playroom benefited from a high ceiling and was a light and airy space which was divided into two distinct areas – 'messy' and creative play and construction and group activity. Activities were set up for the children upon arrival, and the group was well resourced with easy access for the children to resources and toys. Children enjoyed free play on arrival and a good range of activities which they were invited to join in with.

The outdoor area offered scope for physical play with a grassed and tarmac area. Bikes and trikes were used and the children played safely in an enclosed, gated and locked area.

Staff were seen to promote children`s development through language use and encouraging the children to participate in activities. The physical environment support development through the layout and ease of access to toys and resources. The many wall displays incorporated children`s work.

Staff were seen to be committed and professional in their approach to the children. They were supported by an enthusiastic PiC.

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**Good practice recommendations:**

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**Quality of care**

**Inspector`s findings:**

Sunflower Tots Wrap Around playgroup did not operate a key worker system due to the number of children attending and the number of sessions attended. All staff were seen to engage with all children and respond positively to them all.

There was a Behaviour Management Policy in place and the children were seen to respond very positively to staff and their expectations for behaviour. Children were observed to be kind and considerate towards one another and to listen and respond appropriately to staff requests. New children who were being settled in were seen to be well managed, reassured and encouraged to join in yet given their own space if necessary.

Routines were in place whereby children were seen to be encouraged to develop independence.

Both the toilet and kitchen areas were seen at inspection and both were clean and free from hazards. The whole area used by the playgroup was seen to be clean and tidy.

All four permanent staff working in the playgroup held appropriate First Aid qualifications. The PiC was reminded to ensure that her First Aid at Work qualification was renewed.

Snack time followed outdoor play and the children were seated in small social groups with staff seated with them. A platter of fruit (apple, pear and banana) along with milk or water, which the children poured, was offered. Snack time was seen to be relaxed and social.

Fresh drinking water was out at all times and children were seen to take a drink as they needed it.

All four staff held food hygiene qualifications.

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**Good practice recommendations:**

**Staffing**

**Inspector`s findings:**

On the day of inspection there were four permanent staff (including the PiC) and two volunteers on duty. The RI confirmed verbally that all staff held current enhanced disclosures with the Criminal Records Bureau. The PiC's disclosure will come up for renewal in October.

All four staff held appropriate child care qualifications. The PiC held a level 4; two staff held level 3 and one a level 2 qualification. The two volunteers had been placed by Duffryn Community Link through their adult education programme and hoped to commence formal training in child care in September.

Staff files were viewed at inspection and seen to be in good order. All staff worked in other child care settings operated by Duffryn Community Link and therefore their supervision notes were filed in these services. The RI was advised to duplicate these so that copies could be held on file at Sunflower Tots Wrap Around.

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**Good practice Recommendations:**

Ensure copies of staff supervision notes are held at Sunflower Tots Wrap Around.

**Conduct and management of the service**

**Inspector`s findings:**

Sunflower Tots Wrap Around playgroup is part of a group of services owned and operated by Duffryn Community Link, a community based limited company. They appointed a child care co-ordinator (RI) to oversee the operation of all groups with each individual group having a PiC.  
 There was Public Liability Insurance in place and valid until April 2012.  
 There was an Equal Opportunities Policy in place and a good range of resources which reflected diversity in society.  
 Parents were seen to be given verbal feedback as thy collected their child from the playgroup.  
 Sunflower Tots Wrap Around playgroup had responded positively to the two good practice recommendations made at the last inspection.

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**Good practice recommendations:**

**Complaints, protection and other significant events**

**Inspector`s findings:**

There was a Complaints Policy in place which remained unchanged since the last inspection. No complaints had been received by either Sunflower Tots Wrap Around or CSSIW since the last inspection.  
 There was a Child Protection Policy in place and it remained unchanged since the last inspection. Evidence of staff training in child protection was seen on the day of inspection.

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**Good practice recommendations:**

**The physical environment**

**Inspector`s findings:**

Sunflower Tots Wrap Around playgroup operated from the first floor of the community centre which was owned and maintained by Newport City Council (NCC). The group had the sole use of the first floor which comprised of large playroom with walk-in storage cupboard and separate child toilets and enclosed kitchen area. The area was seen to be light and well ventilated on the day of inspection. It was brightly decorated with a range of displays of children`s work and photographs of them engaged in activities. The playroom was part laid to lino (the craft area) and carpet, (construction, book corner and group circle time space). Resources were stored at child height and seen to be easily accessible to the children. The playgroup was well resourced with resources kept in good order. There was a quiet area around the book corner which offered a settee should a child wish to take a rest.

The outdoor area was to the rear of the building and was completely enclosed. It was for the sole use of the playgroup children. Outdoor play equipment was stored and set out for play before the children were taken outside. The children were seen to be well managed up and down the stair well to access the outdoor area.

On the day of inspection the toilet and kitchen areas were seen to be kept clean and tidy. Written risk assessments were in place.

Fire drills took place every two months and were appropriately logged. The PiC had undertaken a risk assessment of the last drill and had amended the drill procedure as a result.

Evidence of PAT (electrical) testing was seen at this inspection.

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**Good practice recommendations:**

**A note on CSSIW's inspection and report process:**

This report has been compiled following an inspection of the service undertaken by Care and Social Services Inspectorate Wales (CSSIW) under the provisions of the Children and Families (Wales) Measure 2010 and the Child Minding and Day Care (Wales) Regulations 2010.

The primary focus of the report is to comment on the quality of life and quality of care experienced by service users.

The report contains information on how we inspect and what we find. It is divided into distinct parts mirroring the broad areas of the National Minimum Standards.

CSSIW inspectors are authorised to enter and inspect regulated services at any time. Inspection enables CSSIW to satisfy itself that continued registration is justified. It also ensures compliance with:

Children and Families (Wales) Measure 2010 and associated Regulations whilst taking into account the National Minimum Standards  
The service's own statement of purpose.

At inspection, CSSIW tries to capture the views and experiences of service users by means of questionnaires for the parents/carers and any staff, engagement with children who use the setting as well as information drawn from the provider's own self-assessment. At any other time, visits may also be made to services to investigate complaints and to respond to any changes in the service.

Readers must be aware that a CSSIW report is intended to reflect the findings of the inspector at a specific period in time. Readers should not conclude that the circumstances of the service are the same at all times. The registered provider / responsible individual is responsible for ensuring that the service operates in a way which complies with the regulations. CSSIW will comment in the general text of the inspection report on their compliance. For those regulations which CSSIW believes to be key in bringing about change in the particular service, they will be separately and clearly identified in the requirement section.

As well as listing these key requirements from the current inspection, requirements made by CSSIW since the last inspection which have been met and those which remain outstanding, are included in this report. The reader should note that requirements made in the last inspection report which are not listed as outstanding have been met.

Where key requirements have been identified, the provider is required under Regulation 18 of the Child Minding and Day Care (Wales) Regulations 2010 (Compliance Notification) to advise the appropriate regional office in writing of the completion of any action required by CSSIW.

The regulated service is also responsible for having in place a clear, effective and fair complaints procedure which promotes local resolution between the parties in a swift and satisfactory manner, wherever possible. The inspection report will include a summary of the numbers of complaints dealt with locally and their outcome.

CSSIW may also be involved in the investigation of a complaint and where this is the case makes a summary of the complaint available to the public. CSSIW will also include within the inspection report a summary of any matters it has been involved in together with any action they have taken.

Should you have concerns about anything arising from the inspector's findings, you may discuss these with CSSIW or with the provider.

Care and Social Services Inspectorate Wales is required to make reports on registered facilities available to the public. The reports are public documents and will be available on the website: [www.cssiw.org.uk](http://www.cssiw.org.uk)