

# **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**

Forest Children's Centre  
Dyffryn Infants School, Partidge Way  
Duffryn  
Newport  
NP10 8WP

**Date of publication 29 April 2011**

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## Care and Social Services Inspectorate Wales

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Name of setting :	Sunflower Tots
Contact telephone number:	01633 815032
Registered Person/Responsible Individual	Clare Dare
Person in charge:	Vikki Wright
Number of places:	26
Date of this visit :	5 April 2011
Dates of other relevant contact since last report:	September 2010 Separation of registration
Date of previous report publication:	June 2010
Inspected by:	Majella McKenzie

## **Introduction**

Sunflower Tots is registered to provide day care for rising three year olds attending a morning playgroup session and remaining in the group for an extended lunch provision, with a second afternoon playgroup operating for under three year olds. In September 2010 the registration, which had been for up to 50 children and incorporated a Flying Start group, was separated to reflect the playgroup provision operating from the Forest Children's Centre in the grounds of Duffryn Primary school. The group is now registered to provide care for up to 26 children aged between two and five years in any one session. Sunflower Tots is owned and managed by Duffryn Community Link, a community organisation which also offers a separate playgroup at another location and a Flying Start group at the Forest Centre on behalf of Newport City Council (NCC). There is a nominated Responsible Individual (RI) who oversees the management of the playgroups and the supervision of staff. The playgroup has a Person in Charge who manages the group on a day-to-day basis. Staff are appropriately qualified, and some operate between the different services provided by Duffryn Community Link. Since the last inspection there has been a rationalisation of staffing and the staff group working in the playgroup appeared settled and were seen to work well as team.

## **Summary of inspection findings:**

### **What does the provider do well?**

Organisation and management of the group is very good.  
Activities are well planned and executed.  
Staff relationships with the parents and children are good.

### **What has improved since the last inspection?**

Policies have been reviewed.  
New systems are in place for the supervision and appraisal of staff.  
Transition from playgroup to the school nursery is much improved.

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

#### **a.) priorities**

No regulatory requirements have been made as a result of this inspection.

#### **b.) other areas for improvement**

Systems to canvas the views of the children using the playgroup could be developed to more clearly reflect the children's opinions and views.

## **Inspection methods**

This report is based upon the comprehensive information given in the Self Assessment of Service (SAS) document. Only one questionnaire was received from a parent and indicated satisfaction with the service offered. No questionnaires were received from staff although discussions with staff and observations of them with the children did take place on the day of inspection. Revised policies and procedures along with the day-to-day records were viewed at inspection and seen to be in order.

## Information on service

### Inspector`s findings:

Sunflower Tots had a revised Statement of Purpose in place to reflect the recent changes made to the playgroup provision. It was in the form of a comprehensive easy to read leaflet for parents. A new CSSIW certificate of registration had been issued to the group and was on display along with other certificates on the notice board for parents immediately outside the playroom.

Children with special needs are welcomed into Sunflower Tots with the playroom and outside area easily accessible to them, as they are all at ground level.

A comprehensive review of service was undertaken in September 2010 with a report written and available on the day of inspection. The RI was advised to ensure a parent friendly version was produced and made available to parents upon request.

The playgroup are registered providers of Early Years education with NCC and will be subject to inspection by Estyn (the education inspectorate for Wales) in the coming year.

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

Action required	When completed	Regulation number

### Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

### New requirements from this inspection:

Action required	Timescale for completion	Regulation number

### Good practice recommendations:

## Planning for individual needs and preferences

### Inspector`s findings:

Sunflower Tots had reviewed their policy around admissions and the settling in procedure for new children. A good deal of work had been undertaken with the adjacent school nursery in terms of the children's transition from playgroup to nursery. The RI stated that working relationships with the school were excellent and in particular with the nursery teacher. As the school and playgroup shared the outdoor play area, children from the playgroup often mixed with those from the nursery. On admission to the playgroup, all relevant information on the child was recorded on an All About Me form.

The playgroup took children from a range of ethnic groups and backgrounds. The RI stated that initial assessment enabled staff to identify individual needs and provide for these. This included provision for children with additional needs, two of whom were attending on the day of inspection. One had a member of staff working on a one to one basis with the child. Sunflower Tots offered a large toilet area off the playroom with four cubicles and hand basins, along with a wall mounted changing unit for the younger children attending.

As members of the Wales Pre-school Providers Association (WPPA) Sunflower Tots used all their records and registers within the group. These were seen on the day of inspection and were in order.

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### Good practice recommendations:

## Empowering service users, encouraging life style choices

### Inspector`s findings:

The RI of Sunflower Tots stated that she prided herself on providing child care to fit the needs of parents, which included the range of services and registered settings managed by Duffryn Community Link. The extended lunch provision was well supported with an average of 15 children attending daily. Children were seen to be well settled with staff, responded well to staff requests and were enabled to make decisions and choices during the course of the playgroup session.

Planning within the playgroup had been tightened up and staff were given the opportunity to evaluate activities on new proformas developed by the PiC and RI. Children were seen to be offered a wide range of activities both in and outdoors and there was a good deal of free choice and opportunities for children to follow their interests. Structured activities were offered and children were seen to enjoy group work as well as free play. The RP stated that she wanted to develop opportunities for the children to make visits off site to the library and other services.

Sunflower Tots was seen to be well resourced with toys and equipment accessible to the children. The room was arranged into areas of play and movement was seen to be smooth and easy.

The playroom was brightly decorated to follow themes and incorporated a good deal of the children`s work.

The RP stated that the staff rationalisation had improved continuity for the children as there was a regular staff team involved with Sunflower Tots. She felt that this had lead to better outcomes for staff and parents.

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### Good practice recommendations:

## Quality of care

### Inspector`s findings:

Sunflower Tots operated a key worker system. Staff were responsible for overseeing and monitoring the play and learning experiences offered to the children in their group. The RI stated that she felt that individual development was supported well by the key worker system.

Behaviour issues within Sunflower Tots were seen to be well managed by a staff team who understood the policy and implemented it with consistency. Boundaries had been clearly set for the children, and staff were seen to give a lot of praise and encouragement. Good hygiene practices were seen to be in place with staff setting a good example for the children to follow. Children were encouraged to develop independence in toileting, hand washing and helping themselves at snack time.

All staff at Sunflower Tots held appropriate and current first aid qualifications.

A range of health policies and procedures were in place. No medication had been administered by the group since the last inspection. Accident records were seen to be in place and appropriately recorded.

Snack was taken in small age determined groups with staff seated alongside children. Children helped themselves to a fruit platter consisting of apple, banana and plums, and poured their own milk or water. A list of children with food allergies was displayed in the kitchen area, to which children had no access.

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### Good practice recommendations:

## Staffing

### Inspector`s findings:

All staff employed at Sunflower Tots were in receipt of enhanced disclosures issued by the Criminal Records Bureau (CRB). The RI stated that she had devised a tracking log to flag up when renewals were due.

A staff policy booklet had been extended and staff signed to confirm receipt of it and to have read all policies.

Staff files were in place and the PiC had been trained to undertake termly supervision and annual appraisal of staff.

The majority of staff working at Sunflower Tots were qualified to level 3, with a few at level 2 and the PiC at level 4. Staffing ratios were seen to be upheld at all times during the inspection.

The group were supported by NCC early years link teacher on a regular basis.

Staff had undertaken appropriate training to update their skills and knowledge.

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### Good practice Recommendations:

## Conduct and management of the service

### Inspector`s findings:

Sunflower Tots playgroup is owned and managed by Duffryn Community Link, a community based company who operate two other playgroups and an out of school club from other venues in the Duffryn area. The group have appointed an RI to oversee the management of these groups all of who have a PiC at each location.

Sunflower Tots have a detailed notice board for parents outside the playgroup. They also send out termly newsletters to coincide with the school. Parents were seen to be given verbal feedback on their child`s day and the PiC was available should a parent require a more detailed conversation. Relationships between staff and parents were seen to be good.

An Equal Opportunities Policy was in place, and staff were seen to afford all children time, attention and support to meet their individual needs. There were a good range of resources in the group to support diversity in society.

Public Liability insurance was in place and valid until February 2012.

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### Good practice recommendations:

## Complaints, protection and other significant events

### Inspector`s findings:

Sunflower Tots had reviewed their Complaints Policy in response to the last inspection. No complaints or concerns had been recorded since the last inspection.

The Child Protection policy had been reviewed. Staff had attended a recent child protection review course. No referrals to social services had been made in relation to child protection concerns.

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### Good practice recommendations:

## The physical environment

### Inspector`s findings:

Sunflower Tots playgroup operated from their own room based in the Forest Centre within the grounds of Duffryn primary school. The playgroup room was adjacent to the school nursery class and both shared the enclosed outdoor space. Since the last inspection a covered veranda area had been created to enable children to take part in outdoor activities (sand, water and paint) all year round.

The playroom was spacious, had clear floor space and its own enclosed kitchen area to which the children had no access. There were four toilet cubicles and hand basins off the playroom. All were seen to be kept clean and tidy on the day of inspection. As the building was owned by NCC they were responsible for the maintenance and repair of it and the outside area.

Written risk assessments were in place and seen to have been reviewed at three points throughout the year. The playgroup had acquired a new pet (hamster) and an assessment had been put in place for it.

Fire drills were carried out on a regular basis.

Transport between Duffryn community centre and the Forest Centre was no longer used and the group did not transport the children outside the playgroup provision.

The RI completed the SAS on which she stated that safety measures for entry to the playgroup had been revised.

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### Good practice recommendations:

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**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)