

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 Tiny Tots

The Woodlands Building
Forest Children's Centre
Partridge Way
Duffryn
NP10 8WP

Date of publication 15 July 2011

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Name of setting:	Sunflower Tiny Tots
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Registered Person/Responsible Individual	Clare Dare
Person in charge:	Rhiannon Evans
Number of places:	24
Date of this visit:	21 June 2011
Dates of other relevant contact since last report:	
Date of previous report publication:	First Inspection
Inspected by:	Majella McKenzie

Introduction

Sunflower Tiny Tots is a ‘Flying Start’ playgroup offering a morning and afternoon session to children from selected postcode areas who are aged 2 – 3 years old. It operates from the Woodlands Building in the Forest Children’s Centre which is adjacent to Duffryn primary school. The playgroup is part of a group of child care provisions operated by Duffryn Community Link.

There is a nominated Responsible Individual (RI) appointed by Duffryn Community Link who are a registered company. She oversees the operation of the group and the two other playgroups operated by the company. There is a Person in Charge (PiC) of the day to day running of the group and a named deputy.

Sunflower Tiny Tots has the use of a large open play playroom which leads into an enclosed play area which has an impact absorbent surface. The playgroup has sole use of the area during the hours of operation, which are morning and afternoon sessions five days a week.

This is the first inspection undertaken since the playgroup was registered in its own right in 2010. Prior to that it had operated under the registration for the playgroup in the Forest Children’s Centre.

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

Summary of inspection findings:

What does the provider do well?

Offers a well resourced and stimulating environment.
 Employs were qualified and experienced staff.
 Keeps full records and child assessments.

What has improved since the last inspection?

Provision of designated book corner for the children.

What needs to be done to improve the service?

a.) priorities

No areas identified at this inspection.

b.) other areas for improvement

No areas identified at this inspection.

Inspection methods

This report is based upon a range of evidence collected both before and during the inspection:
 The Self Assessment of Service (SAS) form completed by the RI prior to the inspection.

Five staff questionnaires were returned to the Care and Social Services Inspectorate Wales (CSSIW) before the inspection. These confirmed that regular training opportunities were offered and that staff felt supported in their roles by both the PiC and RI.

No parent questionnaires were returned to CSSIW before inspection. The inspector spoke with five parents as they dropped their child to the playgroup and they indicated that their child was well settled and happy, they received daily verbal feedback, their child 'loved' attending and one parent reported that they had noticed an improvement in their child's language development.

Day-to-day records were viewed and seen to be kept in good order.

Staff were observed working with the children during assessment, planned activities, free play and outdoor play.

On the day of inspection Sunflower Tiny Tots playgroup met with all the requirements of the Child Minding and Day Care (Wales) Regulations 2010. The children attending Sunflower Tiny Tots playgroup were seen to be well settled and supported in their play and learning by caring professionals.

Information on service

Inspector`s findings:

The CSSIW certificate of registration was on display in the entrance foyer along with a good deal of information for parents.
 There was a parents' information sheet outlining the operation of the group. Information was also said to be available through Newport City Council (NCC) Family Information Services.
 The main language spoken in the playgroup was English with some Welsh used during circle time.
 The standard NCC Flying Start contract with parents was in use.
 The playgroup was registered to care for up to 24 children. A recent review of postcode eligibility by NCC had lead to a decrease in the numbers attending the playgroup.
 Children with additional needs were welcomed in the playgroup along with children from different ethnic, cultural or language backgrounds.
 The review of service was due to be undertaken in September. The RI was reminded to forward a copy to CSSIW. The group held the WPPA Quality Assurance award and were undertaking a self assessment in quality assurance with ESIS.

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 Tiny Tots held an open day in September and had developed a transition policy to encourage a smooth transition between the Tiny Tots and the playgroup in the Forest Centre and from there to the nursery class in the school. Relationships with parents were seen to be open and relaxed and parents were encouraged to come into playgroup and attend language and play sessions. A recent 'Fathers Day' session had been very successful as confirmed by parents, staff and children on the day of inspection. Children were referred by their health visitor for a place at Sunflower Tiny Tots. The health visitors had an office adjacent to the playgroup and were said to be frequent visitors to the group. An initial assessment was undertaken (SOGS) and follow up assessments completed by playgroup staff. Staff met weekly to discuss children's progress.

The playgroup operated from a ground floor facility which was easily accessible to children and parents alike who may have mobility difficulties. There was easy access to the outdoor play area.

A toilet and nappy change area was off the playroom and consisted of three child sized toilet cubicles and hand basins. There was a nappy change unit. All were seen to be clean and tidy on the day of inspection.

Sunflower Tiny Tots used the WPPA registers and accident book. A separate register was kept for the morning and afternoon sessions with staff attendance recorded at the foot of the register. Accidents had been appropriately recorded and countersigned by parents. No medication was given by the playgroup.

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New requirements from this inspection:

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Good practice recommendations:

Empowering service users, encouraging life style choices

Inspector`s findings:

Throughout the session observed at inspection the staff at Sunflower Tiny Tots were seen to foster independence with the children.
 Play was child led and free choice was seen to be given. Planning of activities along themes and topics was in place and remained flexible in order to meet individual children`s needs. The playroom was divided into areas of play and learning and children had easy access to resources which were plentiful and age appropriate.
 The outdoor space had fixed wooden climbing apparatus, chalk boards and space for gross motor activities such as bikes and trikes. The children had decorated the area and undertaken planting which had unfortunately been subject to vandalism.
 The ethos of `Flying Start` was to give children aged between two and three years a head start in life. The recording of individual progress in `My Story` plotted the achievements of individuals and was said to be an important tool when a child made the transition to playgroup and then nursery.
 The playroom was decorated with a great many colourful displays which incorporated the children`s work or photographs of the children at play.
 Staff were seen to be kind, patient and encouraging, and relationships with the children were seen to be well established and strong. Staff worked well as a team and were seen to understand their roles and responsibilities.

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Good practice recommendations:

Quality of care

Inspector`s findings:

Sunflower Tiny Tots operated a key worker system with staff being responsible for a group of children and their assessments. This was said by staff to work well. Children were seen to be given individual time and attention by staff. They were encouraged to join in activities and staff played with children when invited to do so.

At the time of inspection there were no children on roll with specific health needs. Routines were in place with children encouraged in hand washing after messy play, outdoor play and before snack time. Children brushed their teeth after snack time and this was seen to be a well thought out and executed activity.

All staff held First Aid qualifications, including First Aid at Work. The PiC was waiting to renew her qualification.

Sunflower Tiny Tots had achieved the NCC Healthy Snack award. A snack of crackers and cheese was prepared for the children who were encouraged and enabled to pour their own drink of milk or water. Individual children`s dietary needs were displayed for staff preparing snack.

The kitchen used by staff was outside the playroom and seen to be kept clean and tidy. Sunflower Tiny Tots had registered with the Food Standards Agency.

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Good practice recommendations:

Staffing

Inspector`s findings:

Staff working at Sunflower Tiny Tots playgroup were employed by Duffryn Community Link. As part of NCC Flying Start they were obliged to undertake training which was frequent and varied in subject matter. Staff confirmed in their questionnaire responses that they undertook a good deal of training.

All staff were appropriately qualified and experienced. Many had trained through courses offered through the Forest Children’s Centre. The RI confirmed that all staff held enhanced disclosures with the Criminal Records Bureau.

Staff files were viewed at inspection and seen to be in order. They contained evidence of annual appraisal.

A ratio of one staff to four children was maintained by the playgroup with the PiC often being supernumerary.

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New requirements from this inspection:

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Good practice recommendations:

Conduct and management of the service

Inspector`s findings:

Sunflower Tiny Tots was part of a group of three ‘Sunflower’ services operating from the Forest Centre and Duffryn Community Centre. They were operated by Duffryn Community Link, a limited company, who nominated a RI as child care co-ordinator for all services. There was a PiC and deputy in place for the day-to-day running of the Tiny Tots group.

An Equal Opportunities policy was in place and the playgroup had resources which reflected diversity in society. Staff were seen to treat all children with respect and according to their needs.

Parents confirmed in discussion with the inspector that they received daily verbal feedback from the playgroup as to their child’s session.

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

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New requirements from this inspection:

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Good practice recommendations:

Complaints, protection and other significant events

Inspector`s findings:

A Complaints Policy was in place and procedure to follow should a concern or complaint be raised. None had been recorded as being received since registration.
 A Child Protection Policy was in place. The PIC had recently updated her training and was awaiting certification. There had been no issues reported within the group.

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New requirements from this inspection:

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Good practice recommendations:

The physical environment

Inspector`s findings:

The Woodlands building was part of the Forest Children’s Centre and was maintained by NCC. The foyer area was open to parents and entry to the playroom was by two doors which had to be opened by staff and were on a keypad entry. The playroom was seen to be well lit and ventilated. The building was well maintained and in a good decorative state. The room was organised into areas of play; floor construction, role play, book corner, ‘jungle’ for imaginative play, home corner and ‘messy’ activities including compost, water and paints. Table top activities were set out for the children who had easy access to toys and resources.

The outdoor area was accessed by all the children who were seen to enjoy climbing, chalking and running around. The area was secure but had been targeted by vandals although the damage was slight. Flooring was impact absorbent and weather proof so that the children could make use of the area all year round.

The kitchen and toilet facilities were both seen to be clean and tidy.
 Risk assessments were seen to be in place and under daily review.
 A fire drill log was in place which confirmed that drill took place on a two monthly basis.

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New requirements from this inspection:

Action required	Timescale for completion	Regulation number

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