

Care and Social Services Inspectorate Wales

**Children Act 1989
(as amended by the Care Standards Act 2000)**

**Inspection report
Sessional day care**

Ladybirds at Llanvihangel Preschool Playgroup

Llanvihangel Crucorney County Primary
Pandy
Abergavenny
NP7 8DL

Date of publication 20 February 2009

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Care and Social Services Inspectorate Wales

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Name of setting:	Ladybirds at Llanvihangel Preschool Playgroup
Contact telephone number:	01873 890 416
Registered Person	Kathryn Evans
Person in charge:	Amanda Bennett
Number of places:	18
Date of this visit:	29 January 2009
Dates of other relevant contact since last report:	Change of manager
Date of previous report publication:	N/a First inspection
Inspected by:	Susan Pitcher

Guidelines on inspection

Introduction

This report has been compiled following an inspection of the daycare setting undertaken by the Care and Social Services Inspectorate Wales (CSSIW) under the provisions of the Children Act 1989 as amended by the Care Standards Act 2000 and associated regulations.

The primary focus of the report is to comment on the quality of care and protection experienced by the children.

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

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

- The Children Act 1989 (as amended by the Care Standards Act 2000) and associated regulations, while taking into account the National Minimum Standards for Sessional Day Care.
- The registered provider's own Statement of Purpose

At inspection, (which are in the main unannounced) 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 throughout the year visits may be made 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 Person is responsible for ensuring that the service operates in a way which complies with the service specific 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 last year's report which are not listed as outstanding have been appropriately complied with.

Where key requirements have been identified, the Registered Person is required under Regulation 3C (Compliance Notification) to advise in writing, the appropriate regional office 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 annual 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. Where this is the case CSSIW makes available publicly a summary of any matters it has been involved in together with any action taken by CSSIW.

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

The Care and Social Services Inspectorate Wales is required to make reports on registered facilities available to the public. Most reports are public documents and will be available on the CSSIW website:

www.cssiw.org.uk

Summary

This inspection report is based on information supplied by the registered person on the self assessment document regarding policies, procedures and safety issues, inspection of some records, discussion with the registered person and manager, staff and children and observation of the setting on this, an unannounced visit.

Ladybird Playgroup was registered last year in March 2008 for 18 children aged 2 – 5 years. At the time the inspection took place the playgroup was providing sessions every weekday morning and operated from an annexe to the local primary school providing a service for a rural area of North Monmouthshire. The group's mission statement was said to be to provide 'a caring environment where learning is fun' and children were given the opportunities to learn and develop through experiential learning through play, both indoors and out, in a relaxed and calming environment. At the time of this inspection the group were members of the Wales Preschool Playgroup Association and received Monmouthshire County Council accreditation as providers of sessional day care. The Manager said they were very well supported by enthusiastic parents and committee members.

At the time of inspection comprehensive records were kept relating to each child which included personal details as well as developmental checklists. All records and documents relating to the playgroup were made available for inspection but only a few were inspected on this occasion having been seen at registration last year.

It was stated that staff worked in partnership with parents to ensure the individual needs of each child were met.

The Manager stated that activities were carefully planned to promote all areas of development working within the 'Framework of Children's learning for 3 to 7 year olds in Wales'. On the day of the inspection children were observed enjoying a variety of stimulating, age appropriate activities. Throughout the session there was a good balance between periods of free play, structured activities, group stories and songs as well as snack time.

Staff were observed interacting with the children's play both at floor level and sitting alongside children at tables. They were observed encouraging speech, language, sharing and taking turns.

On the day of the inspection the playgroup was well maintained, comfortable and welcoming. Safety features were said to be in place and the playroom was equipped with a good range of age appropriate toys and equipment as was the outdoor play area, equipped to meet the Framework of Children's Learning requirements in terms of the learning activities being extended out doors.

Choice of service

Inspector's findings:

The Manager stated that prospective parents were given verbal and written information regarding the playgroup, enabling them to make an informed decision. The statement of purpose had been amended since registration and a copy forwarded to CSSIW as required.

The Manager also stated that contracts were agreed with parents setting out the expectations of both parties as to the care of the child and business arrangements.

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:

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Planning for individual needs and preferences

Inspector's findings:

The Manager stated that she encouraged introductory visits before a child started. During these visits the child's needs, preferences and abilities were discussed and recorded on the child's registration form. On the day of the inspection one child was experiencing his first day at the group and was very absorbed with the activities and engaged very positively with the staff and children and seemed quite 'at home', The Manager stated that she would discuss her observations of any child who she thought had a special need with parents. A written policy relating to special needs was available to parents and seen prior to inspection; all children in the group were said to be treated as individuals with their own individual needs. The Manager stated that she had regard to the Code of Practice for the Identification and Assessment of Special Educational Needs. At the time of inspection two siblings attending had little English and this was being addressed by a language support advisor. Staff were said to work in partnership with parents to meet the needs of the children. It was stated that parents were given verbal information of their child's activities and achievements at the end of the session although one parental questionnaire returned said the parent would like more input in this area; we discussed this at inspection. The Manager informed me that developmental checklists were completed on each child. A folder containing art and craft activities and writing was collated for each child which was taken home when full. Comprehensive records were kept in relation to each child including their individual personal details as well as developmental checklists which were made available for inspection but not seen on this occasion. The daily register of children and staff attending, accident records and record forms for medicines to be administered were kept and inspected. It was stated that records and confidential information were kept in a locked filing cabinet.

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Good practice recommendations:

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Quality of life

Inspector`s findings:

The Manager stated that activities were planned in line with the 'Framework of Children's learning for 3 to 7 year olds in Wales' in preparation for full time education.

On the day of the inspection children were observed enjoying a variety of stimulating, age appropriate activities which were well supervised and were planned to support the holistic development of the children. Throughout the session there was a good balance between periods of free play, group stories and songs as well as snack time and preschoolers were encouraged to work in smaller groups for the more structured activities. On the day of the inspection children were observed having fun with sand, water, puzzles, books and craft activities as well as a home corner, which had been extended to include a 'garage', and a 'junk modelling' area and a computer. The outdoor area was used for the children to engage in physical activities; there was a willow tunnel/shelter, log steps and the very large green space had been landscaped to include mounds which the children could climb on.

The theme / topic taking place within the playgroup was travel and journeys. There was evidence of the children's artwork included in educational displays and the children interacted with a story told by a staff member in relation to 'the journey' from the Story Sack'.

Children spoken to said they liked going to Ladybirds and some of the things they said they enjoyed doing were: 'cars, trains and lorries', 'water' and another said they liked 'the sand'.

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Good practice recommendations:

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Quality of care and treatment

Inspector's findings:

The Manager stated that staff had a positive approach to behaviour management. It was stated that staff talked to children about their behaviour encouraging and reinforcing good behaviour as observed on the day of the inspection. A written behaviour management policy was available to parents and seen at registration last year.

The toys and activities were said to be checked after each session. On the day of the inspection the first-aid box was not inspected and said to be in order. It was stated on the Self Assessment Form (SAF) that two staff members had up-to-date first aid certificates and the manager had made plans to renew hers next month when it expired.

Children were seen to be encouraged to follow good personal hygiene practice, which included washing hands after using the toilet and before sitting down to eat. Most staff had basic food hygiene training.

A policy relating to the exclusion of children who were ill or infectious was available. Written permission had been obtained from parents for emergency medical treatment. The Manager stated that medication was not administered without written permission from parents. Record sheets to record medication administered were on the premises but no medication had been administered to date.

The Manager informed me that she took into account the dietary needs of children who had a mid morning snack of toast and jam which they spread themselves and the café system had been implemented which the manager said was working well.

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Good practice recommendations:

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Staffing

Inspector's findings:

The Registered Person completed the SAF stating that a Manager and two other staff were employed and all relevant checks required by the CSSIW, including CRB clearances had been undertaken. On the day the inspection took place there were five adults present with fourteen children.

It was stated that the Manager held a Level 3 qualification in Early Years and the two staff were both working towards Level 3. It was stated that staff received induction training, supervision and attended appropriate training courses to update their childcare knowledge. Some of the training said to have been completed recently included: Foundation Phase modules, risk assessments, European Advanced Computer License and Special Educational Needs training. Also the Registered Person had done Child Protection training prior to registration .

Forms were available evidencing that appraisals took place appropriately and the SAF affirmed that one formal staff meeting took place every term and there were regular daily and/or weekly discussions as and when required.

We discussed the importance of notifying CSSIW of any changes and an appropriate form was left for this purpose.

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Good practice recommendations:

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Conduct and management of the service

Inspector's findings:

The Manager stated that staff worked with children in groups as well as individually as observed on the day of the inspection. A named deputy was able to take charge in the absence of the Manager.

The Manager stated that staff ratios were adhered to at all times with at least two staff on duty. Relief staff could be called upon to cover staff absences and there were several parent helpers and volunteers involved in the group.

Public liability insurance was in date and the certificate displayed in the foyer.

In relation to quality review the Manager stated that she undertook monitoring of the service through discussion with parents. A newsletter was sent out to parents by the school and could include any playgroup issues. Parents had completed questionnaires from the CSSIW which were very positive about the care and activities provided by the playgroup. One parent commented that she had expressed a concern about something to the group but it appeared to have been addressed and a written response had been given. Another parent stated that in spite of recent staff changes the group had 'done an excellent job in maintaining as much continuity of care as possible', she said her child was very happy at the group and she was very impressed with the range of activities offered and the staff were described as having a welcoming attitude. The group also gave out their own questionnaires and had completed the CSSIW quality review form which affirmed that they looked at all areas of the setting.

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Good practice recommendations:

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Complaints and protection

Inspector's findings:

The playgroup had a complaints procedure and policy which was available to parents and not inspected on this occasion having been seen at registration. The Manager stated that all complaints would be listened to and handled in a sensitive and confidential manner. A complaints book was available for recording complaints with no entries to date. The Manager stated that she would take all reasonable steps to protect children from harm. The Registered person stated on the SAF that she had undertaken training in this field as part of her remit as head teacher at the school.

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New requirements from this inspection:

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Good practice recommendations:

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The physical environment

Inspector's findings:

On the day of the inspection the premises presented as secure, well lit, clean, in a good state of repair and decoration with access to a mobile telephone.
 The playgroup operates from the annexe to the school and during the hours of operation they had sole use of the playroom. Toilet and kitchen facilities were adequate and integral to the building.
 Good use was made of the space in the room with the organisation of the furniture and equipment allowing a variety of activities. It was seen that there was a very large and child friendly outdoor play area which was designed to accommodate the Framework of Children's Learning.
 The Registered Person affirmed that they had received funding from various grants and donations for equipment and resources and some of the committee were dedicated to fund raise in addition. Premises were said to be upgraded and requirements from risk assessments addressed appropriately. Plans were afoot to improve the quality of the outdoor security.

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