



## **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**

#### **Alphabet Playgroup**

Pennyfarthing Lane  
Undy  
Caldicot  
NP26 3LZ

**Type of Inspection – Focussed**  
**Date of inspection – 11<sup>th</sup> March 2013**  
**Date of publication – 12<sup>th</sup> April 2013**

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## Summary

### About the service

Alphabet Playgroup is registered to care for 20 children. They operate from a demountable building in the grounds of Undy Primary School and offer morning and afternoon play sessions with a lunch club and a 'wraparound' service for the school nursery. They have sole use of the building and direct access to a secure outdoor area. The Registered Person (RP) is Christine Wright, who is also the Person in Charge (PiC) along with Jacqueline Hegarty.

### What type of inspection was carried out?

This was a scheduled focussed inspection and the visit was unannounced. The findings of the report are based on

- The information in the Self Assessment of Service Statement and Annual Data Collection
- Spending time with children
- Observations of practice and staff interactions with children
- Discussions with the staff
- Feedback from 4 CSSIW parent questionnaires

### What does the service do well?

- Children have ready access to an outdoor playroom.
- The RP welcomes scrutiny of the service and acts on advice and recommendations that will benefit the children.
- The group works closely with the nursery and school. This means that children develop confidence and become familiar with moving between settings.

### What has improved since the last inspection?

Improvements are driven by the self evaluation systems in place that are used to audit practice. An annual quality of care is produced using feedback from children, parents and regulatory bodies. As a result of this:

- Children have improved play and learning opportunities as the outdoor areas have been improved and are more defined.
- Children who are delivered to and collected from the nursery are safer, due to a gate being installed in the internal fence that had previously separated the two buildings.

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

There were no issues of non compliance to report.

## Quality of life

Overall, we (CSSIW) found that the outcomes were positive. The children played happily and appeared at ease with their carers. Parent questionnaires indicated that they were pleased with the service and the care their children received.

Children are able to make choices that enable them to develop self esteem and independence. This is because the layout of the room means that children can access toys and equipment easily and we saw that that they moved confidently between the indoor and outdoor play room. Staff were readily available if children were unsure or needed support and they encouraged them to try new activities and praised them for their efforts and achievements.

Children have the opportunity to develop skills and experience time out of doors. This is because the sessions are planned to incorporate a range of activities and outdoor play forms part of the everyday routine.

We saw that the activities provided for children included role play, painting and card making, block play and cutting and circle times. This meant that children were able to develop their skills across all areas of learning including emotional and social skills, creativity and physical skills. We noted that there were high levels of concentration and focus and we saw a child persevering with cutting paper, practising his fine motor skills. We saw other children playing as a group with small cars and a garage and they were able to negotiate, share and wait their turn. It was very cold on the day of the visit but children were able to choose to wrap up warmly and play outside.

Children experience appropriate, responsive care from carers who have an up to date understanding their individual needs and preferences.

This is because the staff team is a consistent one and the keyworker system allows staff to get to know the children in their group and build relationships with parents and carers. Children were regularly observed and assessed and our discussions with staff indicated that they knew how to access additional support for children, should they need it.

We saw that staff were observant and proactive in meeting children's needs and that children readily approached staff and were received with warm smiles and positive words. One parent commented '*all the key workers are friendly and approachable*'.

Children are encouraged to manage their behaviour in a positive manner and strategies are in place to support this. This is because staff have clear expectations from children and children are made aware of what is acceptable behaviour in the group.

We saw staff gave individual attention to children who needed extra support and guidance in learning to share and take turns. Staff spoke positively to them, gave them the opportunity to express their feelings and used age appropriate strategies to help children manage their distress.

## Quality of staffing

This inspection focussed on the quality of life theme and the outcomes for children. CSSIW did not consider it necessary to look at the Quality of staffing theme on this occasion. This will be looked at in more detail during future inspections.

## Quality of leadership and management

This inspection focussed on the quality of life theme and the outcomes for children. CSSIW did not consider it necessary to look at the Quality of leadership and management theme on this occasion. This will be looked at in more detail during future inspections.

## Quality of environment

This inspection focussed on the quality of life theme and the outcomes for children. CSSIW did not consider it necessary to look at the Quality of environment theme on this occasion. This will be looked at in more detail during future inspections.

However, we noted that the temperature in the playroom was only 16 degrees centigrade. The National Minimum Standards require a minimum temperature of 18 degrees. The provider took steps to address this during the inspection.

**How we inspect and report on services** We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

**Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

**Focussed inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.