



## 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

**Castleton Playgroup**

**Marshfield School  
Marshfield Road  
Marshfield  
Newport  
CF3 2UW**

**Type of Inspection – Focused  
Date of inspection – Tuesday, 13 October 2015  
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## Summary

### About the service

Castleton Playgroup is located in Marshfield, a village situated between Cardiff and Newport, and operates out of a purpose built building within the grounds of Marshfield Primary School. It is registered with the Care and Social Service Inspectorate (CSSIW) to provide care for up to 26 children under the age of eight years. The service offers morning and afternoon sessional day care for pre school age children, five days a week during term time. The service has two Responsible Persons (RP); one of which is the Person in Charge (PiC) who runs the playgroup on a day to day basis. English is the main language used although incidental Welsh is promoted within the service. The playgroup is a registered nursery provider for Newport City Council and is a member of the Wales Pre School Association (WPPA).

### What type of inspection was carried out?

This was an unannounced, scheduled, focussed inspection which took place during an afternoon session. We (CSSIW) gathered information for this report from the following sources:

- the last inspection report
- a review of a small sample of documentation
- a visual check of the premises
- discussion with the PiC
- direct observations of activities and interactions between staff and children
- completed questionnaires from staff and parents using the service.

### What does the service do well?

This is a well established playgroup within the community with some staff having worked at the setting for over twenty years. Questionnaires returned by parents commented that reputation is a significant factor in choosing this playgroup.

The playgroup has introduced new practice initiatives to develop children's independence skills and choice. It strives to make improvements to support positive outcomes for children using the service and has created a welcoming learning environment.

### What has improved since the last inspection?

The service has acted on recommendations made at the last inspection to update the Statement of Purpose and complaints procedure.

Improvements have been made to the service which include:

- a nappy changing station has been established which is beneficial as children are no longer changed on the floor.
- the introduction of a water station which children can freely access
- increased independence and choice by introducing a snack bar once every half term
- the development of a system for children to have a choice of the resources and toys made available at sessions.

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

We notified the RP that she was non compliant with Regulation 20(2)(b). This is because she does not have an up to date Disclosure and Barring Scheme (DBS) certificate and had not ensured that the check was updated before it expired. A non compliance notice has not been issued on this occasion as the RP had made an application to renew her DBS

check with CSSIW shortly after it expired. The DBS office has not issued a new certificate and CSSIW are in contact with the DBS office to resolve this matter.

Areas for improvement to achieve positive outcomes for children using the service:

- review the All Wales Guidance on Infection Prevention and Control for Childcare Settings (October 2014) and consider using the Infection Control Audit Tool to help promote best practice in infection prevention and control
- review the frequency of fire drills and how information is recorded to ensure that all children have practised the fire drill, how long the process took and whether any action was required as a result of the drill

## Quality of Life

Overall, we (CSSIW) found that children have a range of positive experiences that support their all round development. Individual needs and preferences are recognised and children benefit from a welcoming and interesting learning environment.

Children experience warmth, attachment and belonging and develop relationships which are recognised and valued. We saw children welcomed by staff at the start of the session and encouraged to hang their coats on name pegs and place bags on a bench before confidently entering the playroom. The majority of children were happy to navigate around the playroom and choose from a range of activities which had been set up prior to the start of the session. Children new to the service needed some encouragement but were soon seen to be busy, active and happily engaged in activities that interested them. A short welcome and registration session followed and we saw the children respond in Welsh to their names being called and were encouraged to participate in discussions about the weather and sing songs in English and Welsh. Children were supported to share information in a 'here is the news' activity and staff responded positively and with interest when children spoke and shared their news. This short session was beneficial in promoting a positive social experience for the children and supported a sense of belonging and identity whilst also developing children's language and listening skills.

Children are active, positively occupied and stimulated and are able to move freely between indoor and outdoor activities throughout most of the session. The door to the outside area was opened following registration. We observed children engaged in a range of different activities and saw some choose to continue in a role play indoors with other children, bathing and drying dolls, whilst others made use of the outdoor play equipment including trikes and ride on vehicles and played in the sand pit and with a craft activity. Children appeared happy and played with each other and alongside staff who offered help and support and talked to the children about what they were doing which extended their learning and play experience. We saw that some activities reflected the planned topic 'things that live over the ground and things that live under the ground' and this had been woven through planned craft activities, story time and gardening activities. We saw a wormery and beans that had been planted and photographs displayed of the different stage of development.

Children have choice and are encouraged to express their views and develop skills to increase their independence. We observed staff communicating well with the children, maintaining good eye contact and listening to what children had to say. We observed staff using praise to support children to express themselves within circle time, which enabled children to contribute to the activity and feel valued. We heard staff telling children '*give yourself a clap*' and '*you've done well*' and this gave children a sense of achievement. We saw that a system had been developed to enable children to choose the resources they wished to play with each day and gave value to the choices they expressed. A child helper system during snack time encouraged responsibility, confidence and independence.

Children benefit from a healthy diet and attention to nutrition and hydration. A water station has been introduced to encourage children to independently pour themselves a drink when they wish. Children are provided with a healthy mid session snack of fresh fruit, milk or water and are able to help themselves from a platter. We saw photographs of a new initiative that has been successfully introduced of a 'snack bar' which enables children to choose and help themselves from a range of cereals and pour these into a bowl.

Children are encouraged to manage their behaviour in a positive manner and strategies are in place to support this. We observed that children were encouraged with good manners and behaviour and a caring and sharing approach was evident with toys and resources. We saw a small group activity taking place in Welsh to introduce children to phrases and basic vocabulary with a dice game which not only supported the development of Welsh language skills but also encouraged turn taking and children were prompted and calmly reminded *'to be patient'* and *'give everyone a chance'*. We saw other incidences of children being reminded to say please and thank you bilingually and this was also reinforced and reflected by staff remaining positive, polite and offering praise and encouragement.

We received six questionnaires from parents using the service as part of this inspection. Comments included: *'Castleton Playgroup is a wonderful place with fantastic staff and I feel very privileged that my children have attended such a setting that has embedded such good education at an early age'* and *'Castleton Playgroup have been wonderful. I cannot praise them high enough. My children felt comfortable and have enjoyed themselves and have developed very well.'*

## 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.

However, we considered that parents can be confident that the care their children receive is provided by experienced and skilled staff that are competent and knowledgeable in their role. We received five questionnaires from staff which indicated that they had good access to training. We saw they had completed a range of courses to develop their skills and support their care of children; including children with additional needs who are provided with one to one support.

## 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.

We reviewed the Statement of Purpose which complied with National Minimum Standards and had been amended following the last inspection. Details in relation to the management of complaints and contact details of CSSIW had also been updated. We saw that a review of the quality of care had been undertaken in September 2015 and a report had been produced and parents had been consulted about the service. The RP told us that she had new questionnaire forms for children although we did not establish whether these had been used as part of the last review. From the returned questionnaires completed by parents, we received comments that the termly newsletter and weekly emails providing reminders and updates were positive in sharing information with parents.

The RP had completed new DBS checks in June 2015 through CSSIW but these have not been returned by the DBS office. We reminded the RP to ensure that DBS checks are renewed before existing checks expired. We have not issued a non compliance notice as the RP has made efforts to apply for a new certificate and is waiting for these to be issued.

## Quality of The 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.

Overall, we found the environment to be clean and well maintained and large windows provided plenty of natural light. The walls were decorated with displays of children's work and different topics in both English and Welsh and it was evident that staff ensured that the environment was bright, colourful and appealing to the children using the service. Children moved around the play areas with confidence and we saw children going to collect their coats from the reception area before going outside to play. We also saw the children using the toilets independently as they were easily accessible from the play room and were low level. The nappy changing station was located in the staff/disabled toilet which was also used as storage area for a range of items including clothing, archived paperwork and equipment. We recommended to the RP using the infection audit tool kit (All Wales Infection Prevention and Control for Childcare Settings 2014) to ensure best practice in infection prevention and control.

From a sample of paperwork that we considered and from our discussions with the RP we recommended that the frequency of fire drills be reviewed with more detailed records maintained to ensure that all children participate in the procedure and that any identified issues to ensure the safe evacuation of children is actioned.

## How we inspect and report on services

We conduct two types of inspection; baseline and focused. 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.

- **Focused 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. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused 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.

