



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

The Venture Wrexham Ltd

Garner Road
Wrexham
LL13 8SF

Type of Inspection – Baseline
Date(s) of inspection – 9 April 2014
Date of publication – 23 April 2014

Welsh Government © Crown copyright 2014.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*

Summary

About the service

The Venture Under 5s Playgroup is registered by the Care and Social Services Inspectorate Wales (CSSIW) to provide care for a maximum of 26 children. The setting is part of The Flying Start provision and generally caters for 16 to 20 pre-school children between the ages of 2 years to 3 years from 12.45pm to 3.15pm Monday to Friday in term time only.

The setting is located within the Venture premises on the Caia Park Estate near Wrexham where has it's own playroom, toilets and wash hand basins. The children and staff have access to a well equipped and enclosed outdoor play area through doors directly from the play room.

Malcom King is the responsible individual and the person in charge of the day to day running of the setting is Karen Davies.

The main language used is English with the Welsh language promoted.

What type of inspection was carried out?

This was an unannounced, scheduled, baseline inspection, which considered the quality of life, quality of staffing, quality of leadership and management and the quality of the environment for children attending The Venture Under 5's Playgroup

Information for this report was gathered from:

- History of the provision
- Examination of some written documents including the staff and children's files and accident and incident records.
- Examination of the settings Statement of Purpose and Service Data and Self Assessment of Service information provided to the CSSIW.
- Discussions with the staff members, person in charge and the responsible individual present on the inspection day.
- Interaction with and observation of, the children playing.
- Observation of the activities, interactions between staff and children and the procedures on the day of the inspection visit.

Observation of 2 children using the Short Observational Framework for Inspection (SOFI). The SOFI tool enables inspectors to observe and record life from a child's perspective; how they spend their time, activities, interactions with others and the type of support received.

What does the service do well?

- The group has an exceptionally capable and dedicated person in charge Karen Davies who has 25 years experience of working with young children under 8 at The Venture. Karen is assisted by a consistent staff team who are valued and proud to work in the setting
- The service offers a safe and exciting environment with premises that truly integrate the outdoor and the indoor learning / play space. The area is totally self contained and is spacious and light. The environment is interesting with activities accessible to children
- The staff listen to the children, parents/carers and other professionals in order to be well-informed, plan for individual needs and provide continuity of care.
- Staff work with parents to join in the 'healthy eating courses they provide, this encourages the children to try healthy foods and realise the importance of healthy

eating and personal hygiene

- The children are supported to be confident, independent people

What has improved since the last inspection?

- Two members of staff have attended a Tiny Tums nutrition course which gained a Certificate of Best Practice for providing a healthy snack menu
- The playgroup was the first Flying Start provision to be assessed on the infant / toddler environment rating scale with a positive outcome. The staff have given talks about their experience and welcome visitors from other Early Years settings to share best practice
- The playgroup are part of the Designed to Smile campaign and have achieved the Gold Award
- Parents of Flying Start children meet with the child's key worker after the first few weeks of settling in to discuss progress
- The supervisor and two other members of staff are working towards the Level 5 practitioner course which will further improve outcomes for children

What needs to be done to improve the service?

There were no significant issues of non-compliance to report as a result of this inspection. There were no recommendations for improvement of the service.

Quality of life

We (CSSIW) found that The Venture Under 5's Playgroup provides an outstanding quality of life for the children. The children and their families are at the heart of this provision.

All the children are very confident and happy in the setting because the staff treat them as individuals, listen to and respect them. Children feel highly valued as their ideas and interests are noted and taken into account in activity planning. The children have excellent opportunities to decide for themselves during their play and staff were observed to be on hand to extend their play.

Children feel listened to and receive responsive and timely care, which makes them feel valued. Using the SOFI tool we observed 2 children making celebration cakes out of dough. Throughout that time both children were seen to have several positive interactions with various members of staff and were confident and happy to approach staff.

The room layout and the outdoor space gave regard to the principles of Flying Start where each activity was child centred and where the importance of independence was fostered through encouragement and support, leading into elements of the Foundation Phase in Wales. The activities were carefully planned to challenge and inspire through a mix of structured and child initiated activities. Routines were understood and the children were given time to finish what they were doing before activities were changed.

Warm, loving, secure relationships were apparent during the inspection and as a result all the children were relaxed and had plenty of fun whilst learning. Children effectively build friendships because the staff are exceptional role models showing respect and care for others. The children chatted happily to each other and because the staff took opportunities to talk to them about their families for example who had a new baby or a birthday, what they would be doing at Easter, this strengthened the links between their homes and the setting. The children were constantly praised and encouraged meaning that they were confident to try new experiences. The staff were very professional throughout, patient, kind and sensitive in their handling of the children, who were observed to share equipment readily and help their younger friends, showing concern towards one another whilst they took turns during the water play activity.

Healthy eating guidelines of nutrition and hydration were followed for snack. The premises were found to be clean and with good hygiene practices in place with the children washing their hands before snack and after visiting the toilets. The snack tables were cleansed with an anti-bacterial spray before food was served.

Quality of staffing

Children at the playgroup are cared for by staff that are confident, motivated and well qualified to provide a very high standard of care. They offer the children relaxed, responsive care, which enhances their emotional well being.

Children's confidence and independence is fostered because staff recognised when to interact and extend children's development and when to step back and allow children to develop their own ideas and independence. We heard one member of staff encouraging a child to plant spring plants, the child moved away from the growing area choosing to join in a water play activity, again the staff member encouraged the child to be involved, saying 'shall we plant these together?' and again the child chose to run off and play freely. At this stage the staff member returned to the planting area to support the children who had chosen to participate in the activity, accepting and respecting the child's individual choice.

We saw the children getting ready to have their afternoon snack. The children were encouraged by staff to use the toilet and then wash their own hands. One staff member was seen to assist the children to wash their hands effectively but encouraged them to use the paper towels provided to dry their hands independently. The children were also seen to help staff tidy up at the end of the play session. This positively contributes towards developing their sense of ownership and independence.

Children experience consistency of care, stability and continuity from staff. A sample of four staff files was viewed. All staff files were meticulously documented and maintained. Most members of staff have worked at the club for many years and there was little evidence of staff sickness. The children were seen to be familiar, at ease and had positive interactions with all four staff members present. Staff are well qualified with '80% of staff 'having a National Vocational Qualification (NVQ) Level 3 or above in childcare.' As members of Caia Park and Hightown Early Years staff attend an exceptional amount of regular training which they put into practice. They operate a key worker system which helps to reassure parents that their children are cared for by staff who understand their child's unique needs and parents are confident about approaching staff as and when the needs arises. Clearly staff go above and beyond their daily duties to help support parents with a number of issues, including housing, domestic abuse, relationship difficulties, debt and they run courses on healthy eating and play which are popular with parents.

We observed that children receive spontaneous and responsive care to meet their emotional and technical needs as they arose during this lively and happy playgroup session. The professionalism, respect and skilful way the children were handled throughout the inspection by all of the staff members, is to be commended.

Quality of leadership and management

Children and parents benefit from a setting which is well managed.

The Venture is constantly improving through self assessment, personal reflection and outstanding leadership and management. A worthwhile annual review of the service is undertaken and children's and parents' contributions are valued because their comments are used to effectively improve and develop the provision. From discussion it was evident that all the staff feel appreciated, are proud to work in the setting and from observation that they clearly enjoy their role and sharing experiences and time with the children and their families.

What the setting claims in the statement of purpose is matched in reality. The current policies and procedures are up to date and are in an easily readable file at the setting.

The person in charge and responsible individual ensure that basic legal requirements are met such as insurance and staff employment issues.

Quality of environment

Children are cared for in a suitable, safe and well resourced environment.

The room used is light airy and clean. Parents and children are comfortable in the environment with the children knowing their way around. The children had settled well and the surroundings were familiar whilst the staff ensured it was still a stimulating place. Children's craft and painting items were on display giving them a sense of belonging.

Children were able to do things for themselves because things were within their reach. The staff had set out the room appropriately to facilitate children's choice and helped the children if needed, for example in putting on their aprons to play in the water. There was a safe and suitable place for children to play outside happily. The areas were used to their full capacity.

Children's needs are being met and are they able to thrive because there is sufficient variety of toys, games and equipment to support them. Children and staff used the resources confidently because they were in good condition. The premises were also maintained to a very good standard.

Children and parents can be assured that they are safe from strangers entering the premises as there are locks on the relevant doors and gates. Personal information about the children is kept securely in lockable cabinets. Parents can be confident that the premises are physically safe and secure. We saw a detailed range of up to date meaningful risk assessments. Staff and children know what to do in an emergency because regular fire drills are held.

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.

