



Childcare Inspection Report on

Model School Care Club

**50 College Road
Carmarthen
SA31 3EG**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

26/06/2019

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Ratings	What the ratings mean
Excellent	These are services which are committed to ongoing improvement with many strengths, including significant examples of sector leading practice and innovation. These services deliver high quality care and support and are able to demonstrate that they make a strong contribution to improving children's well-being
Good	These are services with strengths and no important areas requiring significant improvement. They consistently exceed basic requirements, delivering positive outcomes for children and actively promote their well-being.
Adequate	These are services where strengths outweigh areas for improvement. They are safe and meet basic requirements but improvements are required to promote well-being and improve outcomes for children.
Poor	These are services where important areas for improvement outweigh strengths and there are significant examples of non-compliance that impact negatively on children's well-being. Where services are poor we will take enforcement action and issue a non-compliance notice

Description of the service

Model After School Club was registered in April 2018 and provides out of school care for up to 56 children up to twelve years old. The service operates from a school hall and is in Carmarthen. The service is open from 3pm-6pm during term time only. English is the main language of the service. The registered person is Paul Lloyd and the person in charge is Lisa Evans.

Summary

Theme	Rating
Well-being	Adequate
Care and Development	Adequate
Environment	Adequate
Leadership and Management	Poor

1. Overall assessment

Most children are happy at this club and generally enjoy their play. Parents are satisfied with the service provided and staff treat children with kindness. The environment provides plenty of opportunities for children. Action is needed in relation to some aspects of leadership and management.

2. Improvements

None

3. Requirements and recommendations

During our inspection, we found that the service did not meet legal requirements with regard to the suitability of workers therefore we have issued non-compliance notice in order for the registered person to take action.

We also issued non-compliance notifications. We have advised the registered person that improvements are needed in relation to employment of staff (regulation 29) and keeping of records (regulation 30) in order to fully meet the legal requirements. We have not issued a non compliance notice in this regard on this occasion as there was no significant impact or risk to children. We expect the registered person take action to rectify this and it will be followed up at the next inspection.

We also made good practice recommendations and these have been detailed at the back of the report.

1. Well-being

Summary

Children are settled at this club and most appear to enjoy the time they spend there. They have a voice and are able to make some choices and decisions about what affects them. Children feel safe and are comfortable and generally happy at the club. They behave well and play together co-operatively. However, some children do not always have access to the appropriate resources that would enable them to follow some of their interests and their interactions with staff can be limited.

Our findings

Children made decisions about how they spent their time at the club, for example, they were able to choose what they played with from the range of resources on offer and were also able to decide if they wanted to play inside or outside. They made some choices about food and we saw them being offered a selection of options at teatime. However, on a minority of occasions, their voice was not heard. We saw the children freely choose what they played with from games, resources and activities that included drawing and colouring, pretend play, building blocks and a Playstation or Xbox. However, the children did not choose which resources to have out because staff had decided what to bring out. Once the doors to the outside area were opened, most of the children chose to play outside with some of the older children remaining inside. Many of the children were outside much of the time where they were mainly engaged on the adventure playground climbing apparatus. Leaders told us that they verbally seek the views of the children as to what they would like to do at the club, however some of the children told us they would like to play football but were not able to as they 'don't have a ball'. Children had a voice during the inspection but this could be further developed.

Children arrived and moved around confidently and knew the routines, which showed that they are settled. Children happily asked questions and made comments or requests and received appropriate responses from the staff. At times we observed children sitting and chatting with adults at the drawing table or playing board games but some interactions between children and staff such as general conversation or exchanges of opinion were limited.

We saw children playing together and co-operating well. They took turns and we observed older children trying to help younger children. Children behaved and interacted appropriately for their ages.

Children were generally engaged in their play and enjoyed a reasonable selection of resources indoors. Indoor resources were mainly suitable for younger children and consequently the older ones spent a lot of time playing on the Playstation or Xbox. Younger children told us that 'it is really fun' at the club and their favourite thing to do is 'play outside on the adventure playground'. However, older children appeared bored at times. One

described the games they played as 'not the best I've played but OK'. Beyond the extensive adventure playground climbing apparatus, outside resources were extremely limited. We observed several children trying to play ball games, but unfortunately the balls were flat which made it difficult for them.

Children moved around the club independently and all but the very youngest accessed the toilets independently. Children developed some independence skills as they cleared their own plates and cups away after tea and helped themselves to drinks throughout the remainder of the session. There were some missed opportunities to further promote self-help skills, for example children did not help to get tables ready for tea and did not have the opportunity to pour their own drinks at tea. Generally, however, children, particularly the younger ones, have adequate opportunities at the club to develop and become independent.

2. Care and Development

Summary

Staff are caring and treat children kindly and in the main implement most policies appropriately. Staff generally have the skills and knowledge to keep children safe and healthy although some staff are not confident around child protection procedures. Staff generally provide children with suitable play opportunities although opportunities are limited for older children. There are some inconsistencies with regard to hygiene procedures. Staff provide some opportunities for children to develop their independence but there are also some missed opportunities.

Our findings

Many practitioners are experienced in their roles, whilst others are less experienced and are gaining confidence in the expectations of the role. Most staff knew the children in their care well; they were kind and generally responded to their requests.

Staff generally had the skills and knowledge to keep children safe and healthy. During the inspection, there was a child protection policy in place although we informed the registered person that it needed to be amended as the procedures were not clear and the contact details were incorrect. Most staff were not confident of the procedures to follow in relation to child protection and there were inconsistencies between their answers and the procedure stated in the policy. Some staff had not received child protection training and as a result were not confident in their answers when we gave them scenarios. Leaders amended the policy during the inspection process and a copy was provided to Care Inspectorate Wales (CIW). There were appropriate first aid boxes available and they were appropriately resourced. Of the sample of staff details we looked at, some of those staff had a valid first aid certificate.

Staff had not made adequate arrangements to ensure that fire drills were held at suitable intervals. There was a fire drill record in place but this was empty although the risk assessments noted that fire drills were to be conducted half termly. Staff informed us that they thought fire drills had been conducted but were not sure why the record had not been completed.

Most staff followed hygiene procedures. However, staff did not always instil that all children washed their hands before eating. Staff allowed children to enter the kitchen alone to dispose of their cups and plates.

Leaders can demonstrate that they have some understanding of Welsh Government's best practice guidance, Food and Nutrition for Childcare Settings and provided a choice of

snacks for children. However, some items such as chocolate spread and jam were served to the children. Also, a choice of squash was provided and water was not freely available for children.

Staff provide some opportunities for children to develop their independence but there are also some missed opportunities. For example, staff placed all crockery on the table and poured drinks for children.

3. Environment

Summary

Resources are stored in a store room and boxes. Staff are responsible for placing an adequate range of toys, equipment and resources around the base room in readiness for the children. Leaders generally perform visual checks daily and in the main ensure that the environment is safe and suitable for children. They provide a suitable indoor and outdoor space for the children to play and suitable resources to meet their needs. However, resources are limited for older children.

Our findings

The service is based in a large school dining room and resources are kept in a store room. The children have access to the outdoors area situated adjacent to the Early Years Unit.

Leaders ensure that the outdoor play space is regularly used. The climbing frame provided suitable opportunities for younger children. Indoors, there is sufficient space for children to move freely. They ensure the indoor environment meets many of the children's needs. There was an appropriate range of resources for younger children and a selection had been placed within different areas of the rooms. However, older children had limited resources. During both visits, older children tended to choose to play on the computer stations provided, with two children spending most of the sessions on the computer, only having a break during snack time. One older child said they really liked playing football. However, when asked if they had been playing football they said 'no, we haven't got any balls'. Similarly, one child had been trying to play with a flat ball during our first visit.

Leaders confirmed that visual daily checks were carried out but nothing was recorded. During our first visit, staff had not checked the bottom of the outdoor slide before children used it and it was only wiped dry after children had initially played on it. The risk assessment noted that staff should check areas of the adventure playground before children use the area. Risk assessments were in place but they were not a working document and had not been reviewed. The school were responsible for the maintenance checks of the boiler but the related documents were not available during the inspection.

Staff ensured that children were always supervised outdoors. However, the risk assessments in relation to the external gates were not robust enough.

Parents had access to the rear door and walked through the kitchen in order to collect their children. The registered person told us that he would take measures to reduce the risk of cross contamination.

The environment provided children with suitable toilet facilities and the kitchen housed suitable first aid kits and a fire blanket.

4. Leadership and Management

Summary

The person in charge manages the service on a day to day basis. They have built effective relationships with parents. However, improvements are needed in order for the service to comply fully with the regulations and the National Minimum Standards.

Our findings

There is a statement of purpose in place, but it did not meet the regulation. The registered person updated and forwarded a copy to us during the inspection process.

Leaders ensured that there were staff files in place for most staff. However, they had not ensured that there was full and satisfactory information available in relation to all staff. There was no information available to demonstrate suitability one member of staff. Leaders told us that there was no staff file with related information available as the staff member was new. We issued a non-compliance notice was issued in relation to ensuring suitability of workers prior to employment.

Children arrived at different times depending on age and activities attended after school. Staff recorded children's first name only and did not always record their presence in a timely manner on arrival. Leaders recorded the time that children left the premises but not the arrival times despite children arriving at different times. One member of staff was not aware of the maximum number of children on site during the inspection. Contracts were in place for children but in the main had only been signed by parents.

Leaders carried out minimal or no supervision meetings and the system to monitor staff performance was not robust. Since the inspection, leaders told us that they have conducted the staff appraisals that were overdue. Leaders had also updated the staff handbook and several policies during the inspection process.

There was no effective system in place regarding DBS renewal dates. A new system was implemented during the inspection process.

Most practitioners are developing their understanding of the policies. Some implemented the policies and others were working towards implementing policies. Some policies needed updating, for example, the complaints policy referred to a staff member who had left the service.

There was a quality of care report available but it was not wholly reflective and did not incorporate the views of service users, staff and parents. Leaders had notified CIW of some events but not all.

During the feedback, the registered person was pro-active and confirmed that all matters raised would be dealt with in order to drive improvement.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

This was a post-registration inspection.

5.2 Recommendations for improvement

We recommended that leaders:

- ensure that all risk assessment records are updated and dated accordingly;
- follow the new Welsh Government Food and Nutrition policy;
- provide more suitable resources for older children;
- ensure that the new system to monitor expiry dates of DBS certificates is effective;
- ensure that fire drills are recorded appropriately;
- record children's times of attendance in a timely manner
- notify CIW of staff changes in a timely manner;
- formalise the supervision process;
- ensures that fresh drinking water is freely available to children at all times;
- ensure that all staff receive child protection training and
- further promote the children's independence during snack time.

6. How we undertook this inspection

This was a full inspection undertaken as part of our normal schedule of inspections. However, we also considered information shared with us through our concerns process. Two inspectors carried out an unannounced inspection to the service on 25 and 26 June 2019. We gave feedback on 2 July 2019.

We:

- had discussions with the leaders and staff about the service;
- observed the children and the care which they received;
- looked at a wide range of records including children's records, policies, safety records, and the statement of purpose and
- inspected the premises.

Further information about what we do can be found on our website:

www.careinspectorate.wales

7. About the service

Type of care provided	Children's Day Care Out of School Care
Registered Person	Paul Lloyd
Person in charge	Lisa Evans
Registered maximum number of places	56
Age range of children	Up to 12 years old
Opening hours	3.00pm-6.00pm
Operating Language of the service	Both
Date of previous Care Inspectorate Wales inspection	This was a post-registration inspection
Dates of this inspection visit(s)	25 and 26 June 2019
Is this a Flying Start service?	No
Is early years education for three and four year olds provided at the service?	No
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service. We recommend that the service provider consider Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh language in social care'.
Additional Information:	

Date Published 13/09/2019



Care Inspectorate Wales

Children and Families (Wales) Measure 2010

Child Minding and Day Care (Wales) Regulations 2010

Care Standards Act 2000

Non Compliance Notice

Childrens Day Care

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website
www.careinspectorate.wales

Model School Care Club

50 College Road
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Leadership and Management	Our Ref: NONCO-00007997-DGYC
Non-compliance identified at this inspection	
Timescale for completion	30/08/19
Evidence	
Description of non-compliance/Action to be taken	Regulation number
the registered person had not obtained all the required suitability information on staff prior to employment.	28 (2) (b) [i] 28 (2) (b) [ii]
<p style="text-align: center;">Evidence</p> <ul style="list-style-type: none"> - The registered person is not compliant with Regulation 28 (2) (i) (ii). - This is because the registered person had not ensured that there was full and satisfactory information in relation all staff members. There was no information available for one member of staff in respect of the matters specified in Schedule 2 of the Regulations. - The evidence: We sampled four staff files. One member of staff did not have a staff file with the required information and the person in charge had told us that it was not available because the member of staff was new. In the other three staff files, there were files available, which included some of the required information. However, the information available for those staff was not complete. Not all members of staff had a record of their full employment history, together with a satisfactory written explanation of any gaps in employment, the name and address of any present employer and, where relevant, of any previous employers, two references relating to the person and that the applicant is satisfied as to the authenticity of those references, the date on which the person commenced, or is intended to commence, information as to that person’s qualifications, experience and skills in so far as it is relevant to the work that the person is to perform a statement by the person as to the state of his or her physical and mental health. - The impact on people using the service is, due to the fact that safe recruitment procedures are not always in operation, there is a risk to service users. Parents using the service cannot be guaranteed that full suitability checks have been carried out on all staff before commencing work. The children’s safety and well-being might be compromised as we cannot be assured that the staff employed by the service are suitable to work with children 	