



Childcare Inspection Report on

Stepping Stones 4 Schools Out of School Breakfast Afterschool and Holiday Club

**Rhyd Y Penau Primary School
Rhyd Y Penau Road
Cardiff
CF14 0NX**



Date Inspection Completed

30/04/2019

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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

Summary

Theme	Rating
<u>Well-being</u>	Good
<u>Care and Development</u>	Good
<u>Environment</u>	Adequate
<u>Leadership and Management</u>	Adequate

1. Overall assessment

The service provide fun and interesting activities for children in their out of school service. Children enjoy the time they spend with their peers and are actively involved in activities. The environment is suitable for children attending and they have access to large outdoor spaces which provide many opportunities for children to play, learn and develop skills. Since registration the Responsible Individual (RI) has introduced systems for the effective running of the service and has a strong vision for continued improvement.

2. Improvements

This is the first inspection since registration

3. Requirements and recommendations

We made several recommendations to strengthen the management of the service which will improve the quality of care and safety of children. Further details can be found in section five of the report.

1. Well-being

Good

Summary

Children are engaged in a variety of activities and positively occupied for most of the session. They are confident to speak up, make their feelings known and they have plenty of choice. Children feel safe and they are content at the service. They identify with those who care for them and know how to seek help or support if they need it.

Our findings

Children have plenty of free choice. They told us they can ask for games and activities of their choice and the practitioners nearly always respond. Children lead their own play. We observed children enjoying a game of football outside and heard lots of laughter and chatter. Children are confident to speak up and make their feelings known. They told us what they like doing at the service and that the people who look after them listen to them. Children have a strong voice at the service and they know they will be listened to.

Children are relaxed and comfortable at the service. We saw children were actively engaged throughout the time we observed and they were comfortable to approach staff if they needed any support. Most children are familiar with the routine at the service, which gives them a sense of belonging. They knew each other's names and played happily in small groups. Children told us they liked playing outside best and that it was fun inside too. Children were at ease with our presence demonstrating that they feel safe at the setting. They spoke up confidently and shared news about their day or their interests. Children are very happy at the service and they have developed a strong sense of security.

Children interact and co-operate well with other children and most understand that their actions can impact on other people's emotions. We saw several children undertaking a variety of tasks and play situations where they were required to negotiate around each other's wishes and take turns. Children usually resolve minor conflict situations for themselves. We saw one child request some intervention from a practitioner and both children respected the subtle instructions given, which diffused a disagreement. Children are considerate of the feelings of others and are developing empathy. We saw one child checking another child was ok after he had bumped his head, offering comfort and reassurance. The activities, games and routines promote turn taking, sharing and problem solving. Children are familiar with these concepts. Children interact well, showing a caring and mature attitude towards others.

Children engage in play based activities, that interest and excite them. Children told us they enjoy their time at 'Stepping Stones.' Most were busy playing with a wide range of activities and resources. Children followed their own interests and led their own play whenever possible. Children enjoy their play and the freedom to influence the tasks they undertake.

Children are developing their confidence and independence. Most children try out new experiences and gain a sense of pride from their achievements. Children are encouraged to tidy away after completing activities. However, some opportunities to be independent were missed. Children were served their snacks and drinks by practitioners and they led a cookery activity rather than encouraging children to take the lead. Children have some opportunities to develop independence skills but this could be increased.

2. Care and Development

Good

Summary

Overall, we found that practitioners are aware of their roles and responsibilities in providing appropriate care and it is evident that they strive to ensure children enjoy their time at the service. They carry out their caring duties well to ensure children feel happy and settled. Practitioners maintain a good balance of being firm but fair. Practitioners are patient, kind and caring but they also provide clear boundaries for children and their practice is consistent.

Our findings

Practitioners have established routines to keep children safe. They registered children on arrival at the club and parents sign children out on their departure. Safeguarding is given priority with most practitioners having a good understanding of the policy. Practitioners have the opportunity to undertake additional training. They gave examples of recent courses they had completed, including the Prevent Duty. (This is a statutory duty placed on all child care providers to pay due regard to the prevention of children being drawn into extremism.) Healthy eating and lifestyles are generally well promoted. Hot and cold snacks, along with a selection of fruit were available during the inspection. However, we noted that children have an additional snack of biscuits on a daily basis. This is not in line with current best practice as outlined in Welsh Government guidance on food and nutrition for childcare settings. Practitioners are aware of children's dietary requirements and records are easily accessible. All practitioners have food safety training. Physical play is a large part of the services daily activities which encourages children to be active. Suitable systems are in place for monitoring and recording accidents and medication. There is a system in place to monitor the contents of the first aid kit, however we found some items had passed their expiry date. Practitioners mostly operate the service well to keep children safe and healthy but some areas need to be reviewed to improve standards.

Practitioners are skilled in promoting positive behaviour. Children are generally encouraged to resolve differences and problems for themselves. Rules have been established for the service. Where appropriate, gentle reminders may be used if children forget these. For example, one practitioner reminded a group of children how to use the pop up tent safely. Consequences are outlined, should unwanted behaviour continue. Children were clearly familiar with the boundaries. Practitioners have a calm patient manner with the children. They make requests and children listen. Children respect the adults and their decisions. Practitioners set realistic boundaries and encourage mutual respect. Children respond very well to this approach.

Practitioners work well together to support each other in planning a variety of activities and share responsibilities for various tasks. This helps to ensure children's needs are identified and are catered for. We saw planning in place for arts and crafts activities and children's evaluations of the activities. This practice helps practitioners identify if they should continue with an activity or change it. We also saw a portfolio of pieces of art and craft completed by the children. The RI shares portfolios between her settings to promote good practice and generate activity ideas. Practitioners know children well and provide opportunities that keep them interested engaged.

3. Environment

Adequate

Summary

Children are cared for in a secure environment. Inside the porta cabin children are able to utilise a spacious room and toilet facilities. Outdoors, the children have access to an all-weather play space and school fields which encourages physical activity. The service is well resourced and has adequate facilities to meet children's needs. We made some recommendations to improve safety matters.

Our findings

Systems are in place to monitor the safety of the environment. The service has a small kitchen for preparing snack, which is clean and well maintained. The service is registered with the Food Standards Agency and achieved a score of 5 at its previous check. Daily risk assessments are completed in the form of a checklist. However these did not identify some potential hazards. We raised these with the PiC who took immediate action. The RI has since updated the procedures for identifying risks. The entrance to the service is via a locked door which prevents any visitors accessing the service unannounced. Fire drill records are carried out at various times, familiarising children with these procedures. The RI was responsive to the feedback. This will further improve the safety of the environment.

There is ample space both indoors and outdoors for children to play. Outdoors children have access to all weather play space and grassed areas, where we observed children playing with a footballs, a pop up tent and using their imaginations to make up games of their own. Children have access to toilet facilities within the entrance area of the porta cabin. The main room within the porta cabin provides ample space for children to play. We noted that resources and toys were organised in such a way to encourage children to use the full space available, enabling the children to move freely and make choices about what they played with. Practitioners utilise available space well, providing children with a range of play opportunities.

A suitable range of quality resources are available. Most resources are stored at low level enabling children to access them independently. Children enjoyed access to larger equipment, such as a pool table and we saw a number of scooters that could be used for outdoor play. There is plenty of space for physical play and table top games/activities. A parent told us that new equipment had been purchased since 'Stepping Stones' had taken over the service and children now experience have a wider range of activities. Children told us about their favourite resources which were very varied. They included, a tablet, board games, as well as more traditional craft items. Children

have suitable access to furniture, toys, and resources that are appropriate for their needs.

4. Leadership and Management

Adequate

Summary

The service is managed to a competent standard. The RI is receptive to feedback and demonstrates an awareness of the National Minimum Standards for Regulated Child Care. We identified some areas for improvement and made some recommendations which were well received and assurances were given that prompt action would be taken. Since the inspection we have received regular updates regarding immediate changes.

Our findings

The RI is keen to set high standards for the service. Practitioners take care to register all children arriving at the service. However, we noted that children's departure times were not being regularly recorded. Registers and other records relating to the service must be fully completed. The Statement of Purpose (SoP) must accurately reflect the times the service operates. Care should be taken to ensure the SoP is reviewed and updated regularly. When changes are made CIW should be notified. Since this inspection CIW have received an updated SoP. Practitioner to child ratios are good, however on a number of occasions the number of children booked in to attend the service exceeded the ratios. There is an awareness of the regulatory requirements in relation to operating the service and the RI is keen to deliver good standards.

Management support is good and RI has a very active role in the service. She carries out regular spot checks which identify good practice areas for improvement. Practitioners value feedback and communicate well with service users. There is a complaints policy in place with an adapted system for children. No complaints have been received. Practitioners and parents told us they are encouraged to share their views. An annual quality of care review is planned for May, following their first year after re-registration. The RI is planning for the future and gathers feedback from parents, children and practitioners in order to improve the quality of the service.

We reviewed all practitioner files and found that some regulatory information was missing. The RI had also failed to notify us about one staff change. Since the inspection the RI has rectified these issues. All practitioners have formal annual appraisals which helps them to identify areas for development. Informal supervision on a one to one basis is completed at regular intervals throughout the year. Practitioners are developing their skills, knowledge and understanding of the settings policies and procedures. The service is managed to a satisfactory standard.

The service has a variety of good systems in place to liaise with parents and gain important information regarding the child's needs and how best to care for them. This

information is shared with the whole staff team. Practitioners speak with the parents about their child as they are collected sharing relevant information. Parents told us they were happy with the feedback and the service they receive and that they were given plenty of useful information when they first started using the service. This kind of partnership working helps to build good relationships with families and provides an effective child care service.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

The following recommendations were discussed:

- Increase opportunities for children's independence;
- consider advice in Welsh Government Food and Nutrition for Childcare Settings – best practice guidance;
- ensure all items in first aid kit are in date and replenish expired items;
- ensure that all practitioners are proactive in identifying risks;
- ensure practitioner records and children's registers are accurate;
- ensure SoP is regularly reviewed and updated;
- ensure maximum capacity ratios are followed at all times and
- ensure CIW are notified of all staff changes.

6. How we undertook this inspection

This was a scheduled full inspection undertaken as part of our normal schedule of inspections. Two inspectors carried out an unannounced inspection of the service

We:

- spent approximately five hours at the service;
- observed practice and interactions with children;
- spoke to the RI, practitioners, parents and the children present about the service;
- reviewed all information held by CIW;
- read questionnaires from parents and practitioners;
- examined a range of documentation including, policies, procedures, daily records, two children's files, all practitioner files and other relevant records maintained as part of the service and
- undertook a visual inspection of the areas used by children and
- provided formal feedback by telephone on 3/5/19

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

www.careinspectorate.wales

7. About the service

Type of care provided	Childrens Day Care Out of School Care
Responsible Individual	Clare MacOmish
Person in charge	Gillian Greenman
Registered maximum number of places	40
Age range of children	3 to 11 years
Opening hours	8.00am - 8.55am, 3.20pm - 6.00pm Mon - Fri
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	This is the first inspection of this service
Dates of this inspection visit(s)	30/04/2019
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. <i>This may be because the service is situated in a primarily English speaking area and the provider does not currently intend to offer or promote a Welsh language service.</i> We recommend that the service provider considers Welsh Government's ' <i>More Than Just Words follow on strategic guidance for Welsh language in social care</i> '.
Additional Information Stepping Stones4School is a limited company. The company operates three other after school clubs and a holiday club in nearby primary schools in the Cardiff area.	

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