



Childcare Inspection Report on

XLWales Holiday Club

**Oystermouth Primary School
Newton Road
Mumbles
Swansea
SA3 4BE**



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Description of the service

XL Wales Holiday Club was registered in November 2011 to provide out of school care for a maximum of 64 children aged three to 12 years. The service operates from Oystermouth Primary School, Mumbles, Swansea. The service is overseen by the responsible individual, Clare Phillips on behalf of XL Wales. The persons in charge on a day to day basis are Clare Phillips, Charlie Jones, Joanne Murphy and Rebecca Phillips. The service currently operates Monday to Friday from 8:30am to 5:30pm every school holiday with the exception of Christmas. English is the main language of the service.

Summary of our findings

1. Overall assessment

We, Care Inspectorate Wales (CIW) found that children at XL Wales Holiday Club are happy and benefit from a range of activities and equipment. Leaders have a good relationship with the children and ensure that their individual needs are met. The environment offers plenty of areas for children to play and learn. The business is satisfactorily managed but some areas of improvement are needed.

2. Improvements

During the course of the inspection and prior to the publication of this report, the provider has:-

- provided a quality of care report;
- confirmed that all policies and procedures have been dated;
- confirmed that risk assessments have been dated for review purposes;
- updated and provided a copy of the statement of purpose;
- updated the complaints policy with the timescales for dealing with complaints and
- provided a confidentiality policy.

3. Requirements and recommendations

We notified the provider that they were not compliant with regulations relating to:

- suitability of workers, because the responsible individual had not ensured that all recruitment information, as required by regulation, was in place for all staff;
- records to be maintained, because the responsible individual and a company director had not been recorded on the staff register or visitor's book and
- employment of staff, because a record of regular staff supervision had not been undertaken.

We have not issued a notice on this occasion, as there was no immediate impact or risk for children using the service. We expect the responsible individual to take action to rectify this and it will be followed up at the next inspection.

We have also made some recommendations which are detailed at the back of this report.

1. Well-being

Summary

Children are happy and make good choices. They have good relationships with the staff and participate in a range of self directed and adult led activities.

Our findings

1.1 To what extent do children have a voice?

Children make some choices and decisions about what they want to do.

We heard children making some choices about what to play with. We saw that children had choice of equipment to play outdoors, we saw them choose to play basketball or hula hoops, the balls or just to play 'touch' and hide and seek. Indoor play was more structured. We saw that each table was prepared with one choice such as Lego or K'nex. We also heard a child ask for 'hide the shoe' game, however, staff replied, 'maybe later'. Children told us that they were happy with the activities and said that they could ask for other items if they wanted them.

Children have a sufficient voice at this service.

1.2 To what extent do children feel safe, happy and valued?

Children are settled and have good bonds of affection with staff who know them well.

Children were happy and confident, they were animated. They were totally at ease and relaxed with their carers. They confidently approached staff to ask to go to the toilet or for any resources they wanted. Children smiled when they received praise for their achievements and good behaviour. Children told us that they enjoyed attending the club and had many friends.

Children feel fully valued, happy and safe.

1.3 How well do children interact?

Children interact well with each other and the adults caring for them. They take turns and co-operate during group activities.

We saw children play together in groups, alone or with staff. They took turns with the outdoor equipment and interacted well during group games. We saw friends share Lego, they told us, 'we put our boards together to share'. We also saw children co-operating. We saw a child take a piece of Lego and another child said, 'give it back' to which the child responded, 'sorry, are you using it?' and gave it back. Children's behaviour was good.

Children interact well.

1.4 To what extent do children enjoy their play and learning?

Children are engaged in their play. They sustain interest for an appropriate amount of time and move freely and safely between activities.

We saw that children thoroughly enjoyed their outdoor play, exploring and freely moving around the space. Children enthusiastically watch a DVD during snack time, giggling at the funny parts of the movie. We saw that children were animated and eager to play games, join in with play activities and excited to take part in the 'splat' games. Children also had access to pool table and football table. Children spoken to told us they enjoyed playing with K'nex, board games such as Uno, playing games such as Monkey football and had fun outside. They told us 'staff are good'.

Children enjoy their play very much.

1.5 How well do children develop, learn and become independent?

Children are confident, motivated and have good opportunities to be independent.

We saw children visit the toilets independently and help themselves to the water dispenser. Children independently helped themselves to their bags and their snacks which had been stored at low level. Children took part in games, where we heard them count, match colours and we also saw that they had been creative with their junk modelling. Children proudly showed off their Lego creations. Children's physical development was promoted through outdoor play, where they ran around the yard, explored the areas, played games and used sporting equipment. We did not hear the Welsh language being promoted.

Children are developing their skills successfully.

2. Care and Development

Summary

Overall staff keep children safe and healthy. Staff manage children's interactions well and show enthusiasm and patience towards the children. They plan fun and interesting age appropriate activities for the children.

Our findings

2.1 How well do practitioners keep children safe and healthy?

Staff are good at keeping children safe and promoting their general health.

Safeguarding had a high priority and staff spoken to were mainly aware of their duties and responsibilities to report concerns. Staff did not have an awareness of the Prevent Duty guidance. Staff promoted good hygiene practises, they reminded children to wash their hands before snacks. Staff spoken to knew the children in their care well and knew their likes and dislikes. We saw staff settle new children into the service and gave the children time to 'come around' at their own pace. We saw staff complete a head count after outdoor play and heard staff give children safety messages, such as not to spin on the chairs.

Staff are effective at keeping children healthy and safe.

2.2 How well do practitioners manage interactions?

Staff model positive behaviour and manage interactions successfully.

Staff managed interactions well. We saw staff engage with children, chat to them respectfully and praise them for the efforts and achievements. One child showed staff their spaceship "oh my gosh, that's so good!" they replied. Staff joined in with children's play, we saw them play games and build items using Lego or K'nex with them. We saw staff deal with minor behavioural incidents where they calmly resolved issues with ease. Staff used age appropriate language to communicate with the children. Staff supervised each area well, where children were grouped in age range groups doing the same activities but tailored to the age range, however, staff told us that children can mix tables and be with their friends.

Staff manage interactions very well.

2.3 How well do practitioners promote children's play, learning and development and meet their individual needs?

Staff mainly allow the children to lead their own play and are responsive in providing extra support where it is needed.

Staff joined in with children's play and we heard lots of laughter and children were having fun. We saw that staff extended children's play and learning by encouraging children to explain game rules, to make their own rules up and to count. Leaders told us that they vary

the choice of activities on offer and rotate them frequently as well as offering children a number of time slots where they have free choice. Staff told us they also play matching card games with symbols and shapes of various sizes. Staff promoted children's independence, such as to help themselves to the water dispenser and to visit the toilet. Staff offered support when necessary.

Staff promote children's play well by planning interesting and fun activities.

3. Environment

Summary

The premises are safe, clean and secure. There are effective risk assessments in place. Children have access to a large indoor area and the school yard and area under the building. There is a sufficient selection of age appropriate toys and equipment available.

Our findings

3.1 How well do leaders ensure the safety of the environment?

Leaders have arrangements in place to ensure that the environment is safe.

The environment was safe and secure, the main doors were locked. The premises are self contained and no visitors enter the premises unannounced. A visitors' record is completed. Suitable risk assessment forms were available, however, they had not been dated for review purposes. Electrical Appliance Tests (PAT) and heating test certificates were valid. The outdoor play areas were enclosed and secure and staff supervised each area. Fire drills had been regularly practised.

Leaders effectively ensure the safety of the environment.

3.2 How well do leaders ensure the suitability of the environment?

The environment is spacious. The layout promotes children's independence and is maintained to a good standard.

The premises were welcoming and provided a suitable environment for play and learning. The premises were well maintained and clean. There was sufficient space and facilities to meet the children's needs, including a large room, which had been divided into areas for table top play, quiet/snack area and free floor space for games. However, we saw that children ate their snacks whilst sitting on benches, on some occasions we saw some children having difficulty balancing their lunch box and eating their snacks. A large outdoor yard and an area under the building was available for children for physical exercise and fresh air. The premises promoted independence well, children were able to help themselves to resources and visit the toilet independently.

Leaders ensure the suitability of the environment.

3.3 How well do leaders ensure the quality of resources and equipment?

Leaders ensure that children have access to a variety of equipment and resources which are of good quality.

Leaders ensured that children had access to furniture and equipment suitable for their needs. We saw that there was a sufficient supply of resources that were appropriate for their ages, needs and development for both indoors and outdoors. Children had access to an enclosed outdoor area and had use of a variety of sport and outdoor equipment.

Resources viewed were clean and well maintained. Leaders told us the children at the club had celebrated some festivals such as Chinese New Year and Diwali as well as the traditional festivals.

Leaders ensure there are good quality resources and equipment.

4. Leadership and Management

Summary

Leaders ensure that the service is mostly compliant with the regulations and national minimum standards. The management of the business is satisfactory. Leaders have created a positive ethos and have built effective relationships with parents. Some improvements are needed.

Our findings

4.1 How effective is leadership?

Leaders mostly comply with the regulations and national minimum standards.

Leaders had a statement of purpose in place. It contained the information required and reflected the service provided, however, it was in need of updating. There was a range of policies and procedures available however, they had not been dated for review purposes. Leaders told us that they were reviewed annually. A child protection policy was in place, however, it did not contain information to follow if an allegation was made against the responsible individual or person in charge and a reporting procedure was not included. The complaints policy did not contain timescales for dealing with complaints and a confidentiality policy was not available. Leaders told us that they had contact details for parents/carers if a child was lost or not collected, however, no policy or procedure to follow was available. Children's records such as contracts, information forms, emergency medical consent and accident and incident records were maintained. However, not all accident and incident entries had been countersigned by the staff and/or dated by parents and the signs and symptoms and allergic reaction information was not recorded on the consent forms. A signing in and out register was used to record children and staff attendance, however, not all adults present at the time of the inspection had not been recorded on the register or visitors book.

Leadership is satisfactory.

4.2 How effective is self evaluation and planning for improvement?

Leaders evaluate their service. Leaders are keen to obtain feedback and to improve the service provided.

Leaders had a self evaluation system, which included questionnaires for parents/carers and children. They also used a feedback target board, which was displayed in the foyer, where children and parents could place a tick in the relevant box reflecting their rating for particular areas of the service, such as activities, staff etc. Leaders were in the process of undertaking a quality of care review for this year. We saw that feedback had been acted upon from the previous review where children had asked for more play on grassed areas, therefore they were taken to the castle and park to address their requests. Leaders agreed to forward a copy of the quality of care report to CIW within 28 days of its completion.

Self-evaluation and planning for improvement is on-going.

4.3 How effective is the management of practitioners, staff and other resources?

Leaders ensure that the service adequately managed. Staffing ratios are maintained and relatively robust recruitment system are in place.

We sampled six staff files and found them to be mainly compliant with regulations. Some information was missing to include, proof of identity, reference, and Disclosure and Barring Service (DBS) confirmation via the update system. Leaders told us that regular staff meetings took place and individual discussions with staff, as well as annual appraisals. However, no formal records were made in relation to staff supervision. Staff spoken to, told us they felt well supported. Four of the six staff present held the required level 3 qualification or equivalent. Leaders employed eight staff. In total six staff held the play work qualification and one staff member was working towards the qualification. Some staff had completed the core training courses in child protection, first aid and food hygiene. Of the six files sampled, two had first aid certificates, two had child protection and one had a food hygiene certificate dated 2008. Leaders confirmed that the responsible individual was due to attend a food hygiene training in November 2018. Some staff had undertaken additional training courses to include behaviour and anti-bullying for under 5's and basic health and safety. The staff to child ratios were exceeded during the inspection visit.

Leaders' management of staff and resources is sufficient.

4.4 How effective are partnerships?

Leaders have suitable partnerships with the parents and the school. They keep parents updated.

Leaders told us they had a good partnership with the parents. Leaders provided verbal updates to the parents about their child's day. We heard staff share information with parents at drop off and collection times. Leaders told us they had good partnerships with the school and had invited various agencies to the club such as '3' the mobile phone company, where children used an app to create their own music. The School's Challenge Computer Programming System, where children used a computer programme to control a robotic ball and Book Creations, where children became journalists and created an animation show.

Leaders have effective partnerships.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We recommend that the provider should:

- ensure that more choice of resources and activities are available during each session e.g. dolls and books etc.;
- ensure that staff are aware of the Radicalisation and Prevent Duty;
- ensure that fire drills records are completed with detail of the evacuation and where relevant any issues identified;
- provide children with opportunities to sit at the tables to eat their snacks if necessary;
- ensure that all accident/incident entries are countersigned by the parents/staff;
- ensure that consent records include details of signs, symptoms and action to be taken if allergic reaction occurs.
- ensure that additional staff complete the core training;
- update the child protection policy to include information to follow in the event of an allegation being made against the responsible individual, persons in charge and the reporting procedures should any referral be necessary and
- ensure the lost or not collected child policy is available for inspection.

6. How we undertook this inspection

This was a full inspection undertaken as part of our normal schedule of inspections.

Two inspectors visited the service on 21 August 2018 for approximately three and a half hours. We:

- inspected a sample of documentation and policies;
- observed practice;
- spoke to children and the staff;
- provided CIW questionnaires to parents and staff and
- provided detailed feedback to the responsible individual on 10 September 2018.

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 Phillips
Person in charge	Charlie Jones Rebecca Phillips Joanne Murphy Clare Phillips
Registered maximum number of places	64
Age range of children	3 to 12 years
Opening hours	Monday to Friday 8:30am to 5:30pm during most school holidays
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	3 August 2015
Dates of this inspection visit	21 August 2018
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 considers Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh language in social care'.
Additional Information:	