



# Childcare Inspection Report on

**Palm Trees Out of Hours Club**

**Llanishen Baptist Church  
Fidlas Road  
Llanishen  
Cardiff  
CF14 5LZ**



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## **Description of the service**

Palm Trees out of Hours Club is registered with Care Inspectorate Wales (CIW) to provide sessional care for 34 children between three and twelve years of age. The service is open Monday to Friday 7:30am to 9:00am for a breakfast club and 3:30pm to 6:00pm for an afterschool club during school term time. It operates from rooms in Llanishen Baptist Church with the use of a large outdoor area to extend children's physical play opportunities. There are two Registered Persons (RPs) who have overall responsibility for the management of the out of hours club and two Persons in Charge (PiCs) who together take responsible for the day to day running of the service. Care is delivered through the English language.

## **Summary of our findings**

### **1. Overall assessment**

Overall, Palm Trees out of Hours Club delivers a good service to the children and parents. It provides a suitable range of activities, which are supported by quality resources and motivated staff, in a spacious environment which meets the needs of the children who attend the setting. Children are happy and engaged and enjoy their time at the club. Overall leadership of the setting is good in some aspects such as adult to child ratios operate above the requirements of the National Minimum Standards for Regulated Childcare for children up to the age of 12. (Revised April 2012)(NMS). However, we did find some of the management records were not being kept in line with The Child Minding and Day Care (Wales) Regulations 2010 and there were risks in the environment that required attention. Non compliance notices have not been issued, as the RPs took immediate action to rectify these issues.

### **2. Improvements**

This is a first inspection, since being registered in November 2016.

### **3. Requirements and recommendations**

The RPs are not meeting their legal responsibilities in relation to ensuring staff recruitment files contain all necessary information, supervisions and appraisals are completed with staff, staff first aid qualifications are updated on time, ensuring fire equipment is safety checked on time and ensuring that risks to children's safety are identified and eliminated promptly. However, the RPs took immediate action to rectify these issues.

Recommendations are recorded in the body and end of the report.

# **1. Well-being**

## **Summary**

Outcomes for children are good. They enjoy a good selection of activities and have access to resources which are suitable for the age range of children who attend the setting. Children have developed positive and warm relationships with one another and those who care for them.

## **Our findings**

### **1.1 To what extent do children have a voice?**

Children have a voice at the service. They are able to speak freely and communicate with confidence. We saw that children are given an opportunity to make decisions regarding resources and activities. They are able to select activities which interest them and freely choose their resources. During our inspection visit the children were happy to approach staff for additional items such as crayons and paper and their requests were promptly dealt with. Children are consulted about planning of activities and their ideas are taken into account. .

Children have the opportunity to express their views, are consulted and given an active role in relation to their play and learning opportunities.

### **1.2 To what extent do children enjoy their play and learning?**

Children are content and are settled in the service. Currently the children who attend are all pupils at the local primary school so the surroundings are very familiar to them. Children are collected at the end of the school day and walked back to the club and we noticed they had settled immediately. There is a busy atmosphere and children enjoy their time playing with others. We saw children laughing and running around the outside space. Children told us they loved being at the club and that it was “the best club in Cardiff.”

Children are happy, well supported and are settled. This promotes their confidence and self-esteem.

### **1.3 How well do children interact?**

Children of varying ages use the service and behave appropriately. Supportive friendships between individuals are evident and younger children are confident to ask for help when needed. We noted that children benefit from mixing with children outside their usual classroom friendship groups. Children play together cooperatively; we saw children taking turns when using outside equipment. Interactions were positive and children were sensitive to the feelings of others. Older children were seen by younger children as role models and children of all ages were comfortable in each others company.

Children are learning important social skills which benefit their social development.

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

Children show enjoyment in the play activities available to them which are appropriate for their age and sustain their interest. For example, we watched children playing with Lego and loom bands with staff members and children who enjoyed sports spent a significant period of time involved in games outside. One child told us that they like coming to the club as they could play with toys and games and play with their friends. We saw children enjoy the arts and craft materials laid out for them and children were happy to complete their creations so that they could take them home at the end of the session.

Children have good opportunities and experiences that help to develop skills through participating in stimulating activities.

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

Children display confidence in relation to their self help skills and independence. Play was largely self-directed and freely chosen which meant that children gravitated towards activities which they enjoyed and they did so with the minimum of support from staff. They enjoyed using various play materials and some of the children helped tidy resources away. In general children were confident to use the toilet facilities unsupported and washed their hands before snack time. Children helped to clear away chairs at the end of snack.

Children are developing appropriate independence skills in line with their age and stage of development.

## **2. Care and Development**

### **Summary**

Staff are enthusiastic, positive and appear to enjoy their time working at the club. Staff told us that they were undertaking further professional development and were undertaking a play work qualification. They provide a very good level of support and care to the children using the club. However, care must be taken by managers to ensure that all training is updated on time to ensure staff maintain the necessary skills to keep children safe.

### **Our findings**

#### **2.1 How well do practitioners keep children safe and healthy?**

In general, children are kept safe and well because staff implement policies and activities to promote children's health. There is a designated child protection officer and a safeguarding policy. We recommended that all staff update their safeguarding training and that information on the 'Prevent' duty is added to the safeguarding policy. The service is taking part in the Healthy Snack Award designed to promote and protect all aspects of children's health. Staff help children understand why they need to wash their hands at certain times. Children's specific dietary needs are identified and staff provide healthy snacks and drinks. We saw children enjoying a healthy snack of bread sticks, humus, and oranges. Outside play is encouraged and we saw children use the outdoor area after snack. However, we noted that all the staffs Paediatric First Aid training certificates had expired in May 2018. We informed the RP that this was an area of non compliance. She took immediate action and made interim arrangements to update staff knowledge on First Aid by completing an online course and reading their First Aid training documentation. She has also scheduled First Aid training for all staff for 30 June 2018.

Staff implement the required policies and procedures to ensure that children's health and welfare is promoted. Attention must be given to ensure that staff remain appropriately trained at all times in line with regulatory requirements.

#### **2.2 How well do practitioners manage interactions?**

Staff manage interactions well and provide a range of interesting and varied activities to suit all of the age ranges of the children. Staff are good role models as they conducted themselves with professionalism. They were courteous and treated each other and the children with respect. The atmosphere was calm and purposeful, with quiet reminders being given for politeness and good manners. Staff were on hand to offer advice and oversee the children in an unobtrusive manner. There is a clear behaviour management policy in place and children are aware of the rules and expectations of the club. Children know what is acceptable and adhere to the rules.

Interactions are managed well by staff in a quiet and unobtrusive manner and children respond in a positive manner, resulting in the club having a calm and friendly atmosphere.

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

Staff promote children's development as they plan and undertake some evaluation of the activities and resources which they provide for the children. Activities and resources are of a good quality which supports and engages children in their play. There are structures and routines in place, such as snack time and registration time which the children are aware of and adhere to. Within the routine, children are able to choose from both inside and outside play activities. In speaking with staff it was obvious that they knew the children well, being able to identify individual children's likes, dislikes and interests. We recommended that children were given further opportunities to develop their self help skills at meal times. We also suggested that more incidental Welsh language could be promoted with children.

Staff promote children's play well by providing a range of activities which are supported by good quality resources and engaged staff members.

### **3. Environment**

#### **Summary**

Overall, appropriate systems are in place to ensure that the physical environment is secure and safe. The rooms used for play are large, stimulating and comfortable. The lay out and range of resources allows children to make choices and follow their interests. However, more attention is required to ensure that all safety checks for the building, including fire equipment, are undertaken within the required timescale. We also noted that the play area had hazards to children's safety which need to be addressed without delay.

#### **Our findings**

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

Overall, the RPs ensure children are able to enjoy a safe and secure environment. Maintenance checks for the building and appliances are carried out by Llanishen Baptist Church. The RPs ensure that annual risk assessments are reviewed as necessary and that daily checks of the premises are carried out so that any actions required to ensure children's safety take place promptly. Accident and medication records are maintained appropriately. We recommended that a consistent set of documentation is used and that these are audited regularly to help identify any recurring accidents with specific children or certain areas of the premises. Emergency evacuation procedures are practised regularly and recorded. However, we noted that the fire extinguishers safety checks had not been renewed within the twelve month required timescale. We notified the RP that this was an area of non compliance. She took immediate action and during our third visit we saw that all safety checks for the fire extinguishers had been completed and compliance had been met. We also noted that there was an area to the end of the play yard with some permanent bollards located beside a small car park used by the public. We saw that, although staff positioned themselves to this end of the yard and reminded children not to go near them, a child went through to get a ball that had passed through. We spoke to the RPs about this matter who took action. We received information evidencing that they had introduced a new system to ensure children could not pass through into the car park. We recommended that they fully risk assess this area on an ongoing basis to ensure its safety. We spoke to the RP about the uncovered radiators who said that they do not get hot. We recommended that she monitor the temperatures of radiators and take necessary actions to ensure that they do not pose any risks to children.

In general, leaders ensure that the play group provides a safe environment for children. Care must be taken to ensure that all safety checks are completed on time.

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

The indoor play space is well organised and child friendly with plenty of room for children to move freely. Areas for different types of play are set out to create interesting spaces for the children. The outside area is large and children were seen to play football, run, play games and use hula-hoops. We suggested that the Public Health Wales' Infection control Audit Tool for Day Care provisions was used



and that mirrors were introduced in the children's washrooms to allow them to see themselves.

The RPs are keen to ensure that the environment is suitable for children's play.

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

Children have access to a range of suitable resources and equipment. There is appropriate furniture for children to sit comfortably to undertake table top activities and eat their snacks. There is a good range of resources to promote children's learning and development. In general, these are clearly visible, easily accessible to the children and suitably located in the corresponding play area. The out of hours club has some multicultural resources as well as those which reflect the wider society and promote equality. The RP told us that toys are cleaned regularly and rotated with those in storage to help maintain children's interest and there are plans in place to provide additional resources to extend children's learning opportunities. We recommended that the broken tap in the bathroom should be replaced and that they further increase the availability of multicultural, Welsh and natural recyclable resources.

The RPs ensure that the quality of resources and equipment promotes the development of children's skills and knowledge.

## **4. Leadership and Management**

### **Summary**

Overall, we found that although the management have procedures in place to ensure the smooth running of the service, not all of these systems were followed consistently. However, we found that the RPs and the PiCs were very open to discussion and demonstrated a very strong commitment to resolving issues identified during the inspection.

### **Our findings**

#### **4.1 How effective is leadership?**

The leaders have an understanding of current best practice relevant to the children in their care; however some elements of their paperwork needs improvement in order to meet regulatory requirements. Leaders have a vision for the service and this is shared in their Statement of Purpose. There is a separately registered Palm Trees Playgroup operating from the same building. We saw that in some instances the paperwork was being used by both registered services. The RPs agreed to ensure that a complete set of documentation was maintained separately for the out of hours club. We saw that parents are provided with information prior to their children starting at the service including policies and procedures. We also looked at a sample of records including registers, staff recruitment files, children's records and accident forms. The children's contracts were updated although we suggested that all gaps in children records are completed. We spoke to the RPs about the non compliance issues identified during the inspection which they agreed to action immediately in order that they would ensure that they were operating in line with the updated National Minimum Standards 2016 (NMS) and regulations. We also recommended that they update the Statement of Purpose and all policies and procedures for the service to include details on Care Inspectorate Wales' (CIW) recent change in name.

More could be done by leaders to ensure that the service operates in a manner that complies with all regulations and meets the NMS.

#### **4.2 How effective is self evaluation and planning for improvement?**

The RPs take part in a number of quality assurance schemes to help improve the quality of their service. They seek the views of parents and children and they told us they will be undertaking a review of the quality of their care when required by CIW. They will produce a written report which will be made available to parents. We noted that actions recommended by Environmental Health were actioned appropriately in order to improve the quality of the environment and service delivered to children.

The RPs draw on improvements identified through quality assurance schemes and the views of parents and children to evaluate the service and plan for improvement.

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

In general, the staff recruitment process requires improvements as the current staff files do not contain all the necessary paperwork in line with regulatory requirements. We looked at three staff files and found that some key documents were missing including proof of identification, references, photographs and health declarations. Staff files contained little evidence of regular staff supervision and appraisals. We spoke to

the RPs and informed them that these were areas of non compliance. They explained that as they were a small group they had regular catch ups which were not currently recorded and agreed to address this without delay .We recommended that they maintain a staff register and to record all visitors to the premises.

More could be done by leaders to ensure that they maintain appropriate staff recruitment records and that staff skills are developed by supervisions and appraisals which are recorded adequately.

#### **4.4 How effective are partnerships?**

The out of hours club works closely with parents to promote good outcomes for children. Parents are invited to share their knowledge about their child before they start so that their child's preferences and needs may be identified and appropriate plans to support them put in place. We spoke to a parent who told us that they were "very happy" and that the staff were "so lovely, my child loves going there." The RPs told us that they have good links with the teachers of the schools where the children attend to ensure that children's developmental needs are well understood and aid their smooth transition into mainstream education.

The leaders works effectively with parents and relevant schools to ensure children's well being is promoted.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

First Inspection Post Registration

### **5.2 Areas of non compliance from this inspection**

We found that the service was not compliant with regulations in respect of :

- Ensuring all relevant documentation is maintained in staff files to evidence their safe recruitment;
- ensuring that an appropriate level of trained First Aid staff are available on site to keep children safe;
- ensuring that fire extinguisher safety equipment is checked within the required 12month period;
- ensuring all areas of the club were free from hazards or risks to children's health and safety and;
- completing regular supervision and appraisal with staff to ensure the quality of the service delivered by staff to children.

These issues were of concern however we notified the RPs in order that they could take remedial action. Following the first day of inspection we saw that the fire extinguisher checks were completed. The RPs have scheduled all staff on First Aid courses for 30 June 2018 and put safety measures in the form of netting fencing in the outdoor area of the club. They also agreed to ensure that all appraisals and supervisions will be undertaken and completed regularly and that staff files would be updated with all required documentation outlined in regulations.

### **5.3 Recommendations for improvement**

- Undertake Public Health Wales' Infection control Audit Tool for Day care provisions;
- increase the availability of multicultural, Welsh and natural recyclable resources;
- introduce mirrors in children's washrooms to allow them to see themselves;
- monitor the temperatures of radiators and take necessary actions to ensure that they do not pose any risks to children;
- all staff should update their safeguarding training and ensure that information on 'Prevent' duty is added to the safeguarding policy;
- consider ways to further develop independence skills at snack time;
- update all documentation with the change to name of Care Inspectorate Wales (CIW);
- increase the use of incidental Welsh;
- ensure complete set of documentation is maintained separately for the out of hours club;
- maintain a staff register and record all visitors to the premises and
- introduce a consistent set of accident and medication documentation and audit regularly.

## **6. How we undertook this inspection**

This was a full inspection undertaken as part of our normal schedule of inspections. One inspector undertook three visits to the service. The third visit was used to give formal feedback to the management team.

- We observed the children undertaking their activities and the care provided by the staff;
- we spoke to children and staff and a parent;
- we looked at an extensive range of records and documents including staff files, accident records and policies and procedures;
- we looked at the premises, risk assessments and other documentation relating to safety measures and took account of the security measures in place;
- we spoke with the RPs, and PiCs to obtain their views and clarify information about the running of the service and future plans and
- our findings were fed back to the RPs and one of the PiCs and all Non Compliance issues and recommendations were discussed.

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

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## 7. About the service

Type of care provided	Childrens Day Care Out of School Care
Registered Person	Donna Thomas Sarah Davies
Person in charge	Claire Moxham Pamela Rahmani
Registered maximum number of places	34
Age range of children	3-12 years
Opening hours	Monday to Friday 7:30am to 9:00am for a breakfast club and 3:30pm to 6:00pm for an afterschool club during school term time
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	First Inspection Post Registration
Dates of this inspection visits	21 & 22 & 28 June 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: None	