



Childcare Inspection Report on

LCDP Out of School Holiday Club

**23a Bridgend Road
Llanharan
Pontyclun
CF72 9RD**



Date Inspection Completed

06/08/2019

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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

The service is registered with Care Inspectorate Wales (CIW) to provide holiday care for up to 24 children under the age of 12 years. The service operates for 11 weeks of the year during school holidays. A Responsible Individual (RI) has been appointed by Llanharan Community Development Project Limited (LCDP) to oversee the service and a Person in Charge (PIC) runs the service on a day to day basis. It is an English speaking service with incidental Welsh introduced through play.

Summary

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

1. Overall assessment

Children are happy, settled and forming positive relationships with their peers. They enjoy and benefit from a good selection of play and learning experiences and are interested and engaged in the play available to them. The staff team plan for a good range of play activities to promote children's all-round development and work effectively to supervise and support children in their care, although we noted inconsistent practice in management of children's behaviour. The environment is adequate, but the premises would benefit from refurbishment. There is a good range of resources for children across different age ranges. There are some effective systems in place to facilitate the operation of the service, but improvements are required in some areas to ensure that all legal requirements are met.

2. Improvements

Since the previous inspection, staff have ensured that accident records are signed. There is new seating in the TV room and leaders are in the process of developing a small sensory room.

3. Requirements and recommendations

We have advised the responsible individual that improvements are needed in relation to employment of staff: Regulation 29 as some staff appraisals are not carried out on an annual basis. A notice has not been issued on this occasion, as there was no immediate or significant impact 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 advised the responsible individual that improvements are needed in relation to suitability of workers: Regulation 28 as not all required documentation was evident in staff files. A notice has not been issued on this occasion, as there was no immediate or significant impact 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 advised the responsible individual that improvements are needed in relation to reviewing of the service: Regulation 16 as a review of quality of care report has not been completed in the past year. A notice has not been issued on this occasion, as there was no immediate or significant impact 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.

A number of recommendations have been made under the care and development, environment and leadership and management themes. These are discussed in the body of the report and summarised at the end.

1. Well-being

Good

Summary

Children are confident, make decisions independently and enjoy the play activities they participate in. They are familiar with the routines of the holiday club, interact well with their peers and they are learning new skills.

Our findings

Children have a voice at the service and they are active participants in terms of their play. We heard children speak up to say what they wanted, for example, at lunch some children indicated they did not want certain food and this was respected. Not all children wanted to go to the park and they stayed behind in the community centre with allocated staff. Children made independent choices regarding their play and had opportunities to make choices about what they wanted to do, and whom they wanted to play with. This was evident when children were playing games in the main playroom and during outdoor play, when they chose the activities they wanted to do and moved happily from one activity to another. Discussions are held with children around their choice of activities and their play preferences inform planning.

Children are enthusiastic, settled in the club, have formed good relationships with staff and take pleasure from the selection of activities available. Children were happy throughout our visit. We saw them engaged in conversations with staff and enjoyed staff participation in activities, for example a craft task. Some children preferred quieter table-top activities and spent a considerable length of time making shakers and cutting up materials to place in them, whilst others enjoyed drawing. Some of the children told us they very much liked the craft activities, and there was a good selection of different materials for them to use. Other children preferred computer games, or chatting to their friends in the TV room. Many of the children stayed in the main play room and spent their time on physical activities which they initiated, including a game of musical statues and gymnastic exercises which involved them laying out floor mats so they could do hand stands and rolls. Most of the children visited the park during our inspection and they eagerly ran to the play apparatus, while other children preferred ball games.

Children have good opportunities to extend their skills to promote their all-round development. Many children were confident using equipment such as scissors. Younger children showed an interest in learning new skills and used scissors to cut up pieces of material. One young child was keen to use equipment that involved balancing on two small cup sized objects. They initially found this activity difficult, but when shown by a member of staff they quickly picked up this skill. We also noted that children were independent in terms of hand washing, using large play apparatus and using the water station. However, at meal time there was a missed opportunity for children to pour their drinks into beakers as staff undertook this task.

Children across the age range show an understanding of sharing, turn taking and consider the needs of others. Younger children happily joined in activities alongside older children who readily accepted their involvement. We witnessed some lovely examples of older children showing consideration towards young ones, including one child styling a younger child's hair and another example when a child was throwing a ball to a much younger child. When walking to the park children held hands. At mealtime, it was evident that friendship groups have been established, as one child was keen to sit next to their friend on a particular table and a space was found for them.

2. Care and Development

Adequate

Summary

Staff are motivated and enthusiastic, support children's play well and plan for a good range of age appropriate, developmental play activities. There is effective supervision of children during outings and appropriate safety procedures are implemented. Nearly all staff understand and implement the strategies outlined in the behaviour policy, but we noted some inconsistent practice in this area.

Our findings

Staff have an understanding of their roles and responsibilities in relation to children's health and safety needs. For example, there was effective supervision of children requiring one to one support. There are clear procedures and processes in place in relation to safeguarding and staff are aware of their responsibilities in this area. There is good supervision of children at outings and staff adhere to safety procedures. We observed a trip to the local park. There was a head count completed before children and staff left the building, children were given clear safety instructions, and supervised closely on the walk to the park and when playing in the park. A mobile phone and first aid kit were available should an emergency arise. Appropriate Infection control procedures are implemented in relation to serving of food, cleaning of tables and in relation to hand washing. Water is freely available to children to keep them hydrated. Although there is a varied menu, some meals do not strictly comply with Welsh Government best practice guidance on healthy snacks and drinks. For example, on the day of our inspection children were served chips, chicken nuggets and tinned spaghetti. Information on children's specific dietary requirements is recorded and shared with relevant staff.

Staff are respectful to each other and most staff act as good role models, but not all staff positively implement the strategies outlined in the service's behaviour management policy. Children were very respectful of each other and resources and in general there was little requirement for staff to intervene. One minor dispute over equipment resulted in a child approaching a member of staff for guidance. She gave a measured and appropriate response and the issue was quickly resolved. However, at the latter part of the day, a different member of staff did not deal as positively or constructively with an incident and we discussed this matter with leaders.

Staff plan for a varied selection of play activities to promote children's play and work well together to support children in their care. During the inspection, children had space to make independent choices about their play and staff fully respected their choices. Staff recognise the importance of outdoor physical play and plan regular trips to the park and other local areas. Examination of planning records indicated a broad selection of activities including den building, walks to the woods and art and craft activities.

3. Environment

Adequate

Summary

The environment is satisfactory, but the premises would benefit from refurbishment. Most safety checks are completed in a timely manner, but this is not the case in all instances. There is sufficient space for children with dedicated rooms for different activities. A good selection of play and learning resources are available.

Our findings

Leaders do not ensure that all safety checks are completed promptly. Heating and fire safety checks were seen to be up to date, but PAT testing and the five year electrical service checks had not been completed. Leaders have since forwarded evidence to CIW that these checks have been updated. Hazards have been identified and where possible minimised. Visual daily checks of the premises are undertaken, and there are appropriate safety measures in place for entry to the building. Fire evacuation drills are conducted and recorded each time the holiday club operates.

The premises offers sufficient space for children with a main playroom, TV room, computer room and a small additional space designated as a sensory room, which at the time of our inspection was still being developed. However, the building requires updating and investment. Leaders recognise that this is an issue and acknowledge that the premises would benefit from refurbishment. The playroom offers sufficient natural light, but it is cluttered with resources stored under a table, and on shelves. Children's belongings are stored in boxes on the floor and the entrance area is also used for storage. There is a disabled toilet, and girls and boys toilets, although these facilities looked tired. The carpet in the TV room was clean but some carpet tiles were not fixed securely to the floor. There is no dedicated outdoor area for play; so daily outings are planned so that children have regular opportunities for fresh air and physical play. The kitchen was seen to be clean and tidy and this area is the responsibility of the café cook and her assistant.

There is a good selection of play resources for children with a plentiful supply of board games and craft materials for children across the age range and the resources we examined were in good condition. Staff regularly replenish craft materials, as these resources are very popular. There is an array of sport equipment for physical play activities, equipment for den building and floor mats. There are multiple computers and some books in the TV room. Tables are a little worn but are practical and suitable for meal times and table-top activities. There is a comfortable sofa for relaxation in the main playroom and ample seating for children in the TV room.

4. Leadership and Management

Adequate

Summary

Leaders are receptive to feedback given and keen to address outstanding issues. Whilst some aspects of the service are well run, legal requirements are not being met in relation to staff records, appraisals and monitoring of the service. The holiday club is well established within the community and offers a valuable service for families during holiday periods.

Our findings

Leaders do not manage the service as effectively as they could do. Staff are experienced and well qualified with current Disclosure and Barring Service (DBS) checks and appropriate first aid and safeguarding training, but there is no consistent system regarding appraisals. Records we examined indicated that not all staff have received an annual appraisal as required by regulations. Records also showed that formal supervision is conducted, but is infrequent. Whilst it can be more difficult to implement supervision and appraisals when staff are only employed during holiday periods, it is important that regular sessions are available for staff to discuss any concerns, and for leaders to address issues around staff practice. Staff we spoke to said they felt well supported and are able to approach leaders informally to discuss issues. Leaders have agreed to address this matter immediately and since our inspection, CIW has received a formal schedule for supervision/appraisal sessions. We also examined staff files and found that some documentation required by regulations was missing. Leaders agreed to address this matter and check that all staff files contain all necessary documentation.

Leaders have a good range of service policies which are dated and well organised. There is current public liability insurance, and information on children is gathered as part of the admission process. Accident records included staff and parent signatures. The statement of purpose contained some relevant information about the service, but did not give parents sufficient information about the service overall so that they could make an informed choice about its suitability for their child. CIW have since received a revised statement of purpose. On examination of attendance records, we noted that on a number of days this summer the service has exceeded the number of children it is registered for. The service is in high demand and on some days, one or two additional children have been admitted to the service. It is essential that leaders adhere to their conditions of registration at all times, even though demand for places may be high.

Leaders have plans to development and improve the service, but it has not been formally reviewed in the past year as required by regulations. There has been consultation with parents, but the review report has yet to be completed. Leaders agree to address this matter immediately. They spoke about plans for the service and were keen to develop and improve the service offered to children and parents. It is evident that parents appreciate the

service and parents we spoke to were very complimentary about the care provided and told us how important the service was to them during holiday periods.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Review the meal time routine so that children have more opportunities to extend their independence;
- ensure that all staff have a good understanding of the service's behaviour policy and the skills to implement those strategies effectively so that children's social behaviour is promoted in a positive manner;
- consider Welsh Government best practice guidelines in relation to snacks and drinks provided to children;
- review the storage of equipment and resources so that clutter is kept to a minimum in all rooms accessed by children including the entrance area;
- secure the flooring in the TV room and consider updating of the premises, particularly the toilet facilities;
- review the frequency of one to one formal supervision so that staff have regular opportunities to discuss their practice and any issues which may affect their ability to practice effectively and
- Ensure that the service operates within its conditions of registration at all times.

6. How we undertook this inspection

This was a full, unannounced inspection as part of our normal schedule of inspections. The inspection process involved one inspector visiting the service for one day, totalling approximately seven hours. Information for the inspection was gathered from the following:

- Conversations with the RI, PiC, staff, children and three parents;
- observation of interactions and engagement between staff and children;
- a visual inspection of the premises;
- examination of service documents and records and
- examination of information held by CIW including the previous inspection report.
- We fed back our findings to the RI and PIC at the end of the inspection process.

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
Responsible Individual	Sarah Turton
Person in charge	Rhian Symon
Registered maximum number of places	24
Age range of children	3 to 11 years
Opening hours	8.00am to 6.00pm, 11 weeks of the year during school holidays.
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	25 August 2016
Dates of this inspection visit	06 August 2019
Is this a Flying Start service?	No
Is early year's 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. We recommend that the service provider considers Welsh Government's <i>'More Than Just Words follow up strategic guidance for Welsh language in social care.'</i>
Additional Information: None	

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