



# Childcare Inspection Report on

**Oscars@ Charles Williams**

**Charles Williams Church in Wales Primary School  
High Street  
Caerleon  
Newport  
NP18 1AZ**



**Date Inspection Completed**

04/07/2019

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<b>Ratings</b>	<b>What the ratings mean</b>
<b>Excellent</b>	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
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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

Oscars@ Charles Williams opened in 2015 to provide after school care during school term times. The after school club is privately owned and is open for children attending Charles Williams Church of Wales Primary and Junior Schools. The after school club is registered with Care Inspectorate Wales (CIW) to care for 96 children up to 12 years of age. It operates from the primary school but uses facilities of both school buildings including the two main halls, toilets, kitchen and outdoor play areas. The after school club is managed by two Registered Persons (RP) who employ a Person in Charge (PiC) to run the club on a daily basis. The language used is English.

## Summary

Theme	Rating
<a href="#">Well-being</a>	Good
<a href="#">Care and Development</a>	Adequate
<a href="#">Environment</a>	Good
<a href="#">Leadership and Management</a>	Adequate

### 1. Overall assessment

Children's well-being is promoted at the service and they feel secure, happy and have good opportunities to play and learn. The staff group is small and there has been recent staff changes. As a result, some staff caring for children are still undergoing induction and therefore are unfamiliar with some of the clubs procedures. However, the PiC is very experienced and motivated to ensure all staff receive the appropriate support and training so that they are confident in their roles. The club has use of the school facilities and these are maintained to a good standard by Newport City Council. Whilst the RP has daily contact with the service and is supportive to staff she needs to ensure that all regulatory matters are clearly understood and implemented.

### 2. Improvements

The service has implemented most of the recommendations from the previous inspection and updated the Complaints Policy and Statement of Purpose, ensures the person running the club holds a suitable qualification, that there are always staff present who have a current first aid qualification and a system for staff supervision and appraisal has been implemented.

### 3. Requirements and recommendations

We have advised the registered person that in order to fully meet the legal requirements improvements are needed in relation to:

- Review of Quality of Care: Regulation 16 review and planning for improvements which must be completed annually;
- Fire precautions: Regulation 38 to ensure fire drills are completed with children at least once every six months.

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 person to take action to rectify this and it will be followed up at the next inspection.

Recommendations have been made and are highlighted in section 5.2 at the end of this report.

# 1. Well-being

**Good**

## Summary

Children's well-being is promoted and they enjoy their time at the club. They are encouraged to develop good social skills and can choose to be busy and play with a range of activities and resources, or to relax after their day spent at school.

## Our findings

Children are encouraged to explore and express themselves and can choose to play inside and outside. The children are comfortable approaching staff for assistance, are encouraged to express their views and staff respond well. Children are consulted and their feedback is sought and recorded to help develop the service and we saw children's suggestions regarding the provision of snacks. However, the complaints procedure does not provide information on how children aged over eight years old can raise a complaint.

Children are settled, happy and relaxed. We saw children arriving at the club and immediately settle into the routine, chatting with friends and eating snack. Children told us what they liked to play with and were clearly comfortable within their surroundings and with the staff. Children sought out staff to play and interact with, and staff responded to them positively, for example, playing football with them.

Children responded well to staff instructions to share, take turns and be kind and inclusive to others. We saw children happily playing team games, playing in small groups or contentedly reading to themselves. We heard children using 'please' and 'thank you' throughout the inspection and using toys and resources respectfully. Throughout the inspection the atmosphere within the club remained calm and well ordered.

All children enjoy and are very engaged in the opportunities to play and relax after their school day. We saw children playing with a very good variety of age appropriate toys and resources outside including footballs, bat and ball games, target games and using recycled crates to build a pretend train. Children were happy to relax inside and play table top games or read. There was lots of chatter and conversation as well as laughter and warm interactions. Observations throughout the two days demonstrated that children have a good range of free play activities and are appropriately supported by the staff so that their play choices are met.

There are plenty of opportunities for children to develop their confidence and gain independence. Most toys and resources are situated so that the children can obtain them easily although access into the storage cupboard needed to be supervised. We saw that children use the bathroom independently. At snack times children line up and are encouraged to serve themselves. As it was a hot day a water station had been set up outside and we saw children use it to refill their own water bottles.

## 2. Care and Development

**Adequate**

### Summary

There are enough qualified staff to meet national minimum standards. Management figures are experienced and understand key policies to keep children safe, promote their development and ensure children feel secure. Newer staff are undergoing induction to build their confidence and understanding of the service. Good engagement with children is promoted but this area needs to be strengthened particularly when children are arriving at the club and settling to eat their snack.

### Our findings

Staff implement procedures to ensure children are healthy and safe. Staff knew the procedures to ensure children with food intolerances or allergies were properly catered for. Although staff have good systems in place to maintain clean surfaces, we noted children were not given plates at snack time on the first day of inspection. As this is likely to be a potential risk of contamination this was highlighted and addressed by the second day of inspection. Fresh water is readily available to all children as they bring their own water bottles and refill these from a water station set up for them. Risk assessments and daily visual checks are undertaken. These along with accident and incident records are monitored to help determine any trends or problem areas and updated when necessary. Children's health needs are recorded when they start so that they can be given the support that they need. However, whilst there were staff on duty with a paediatric first aid certificate, the ratio of staff with the qualification to children cared for fell below the 1:10 outlined in National Minimum Standards. New staff were still undergoing induction and were not sufficiently confident in the safeguarding procedures as they had not received training. However, the PiC was very experienced in this area and explained that she was hoping to cover this in training very soon. Fire Drills with children had not been practised or recorded. Since the inspection we have received records demonstrating that these procedures have been undertaken with staff and children and are confident these will be undertaken as required.

Staff understand how to manage children's behaviour in a positive manner so that children are receptive to and learn rules and boundaries. We heard staff praise children for being polite and showing good manners. Staff praised children for listening and taking turns and this reinforced the positive interactions children had with each other. Staff acted as good role models by demonstrating good manners and polite interactions. We observed that they spoke in calm tones, which were respectful and warm. However, whilst staff positioned themselves carefully throughout the play areas, levels of engagement were not consistently maintained, particularly at snack time and during some outdoor activities. The PiC stated that she was hoping to undertake team building exercises during training as a number of new staff had recently been employed.

Staff have the information to meet children's individual needs and we were informed that one to one support is given to children if needed. We saw that staff ensured there was a range of toys and activities on offer to suit a variety of ages and abilities.

### **3. Environment**

**Good**

#### **Summary**

The environment is clean, bright and maintained to a high standard. Toys and resources are well looked after and suitable for the age range of children that attend the club. Care is taken to maintain safety in order to ensure the well-being of children. The setting benefits from a very good outside play area and spacious halls inside. As it is all on the ground floor children have easy access to outside play and toileting facilities which help promote their independence.

#### **Our findings**

The PiC ensures that the premises are safe and there are daily visual checks completed by staff to support this process. These are monitored and any issues or identified hazards are addressed promptly. Security into the building is very well managed with an entry buzzer system monitored by school staff during the school day. A visitor's book is in place and visitors are asked to sign in and out to record their presence. At the end of the school day after school club staff monitor entrances to the club and ensure children are signed out to a known adult. The school has a cleaner and access to maintenance staff who support the safe, smooth and effective running of the setting. We noted that staff understood and implemented key safety procedures and positioned themselves well throughout the setting. This helped to ensure that they could monitor the children's safety in an unobtrusive manner and be on hand to offer assistance if needed.

The single storey building has been well adapted to meet the needs of the children attending the school in which the after school club is situated. Furniture is appropriate for the age of the children and of good quality. The indoor play spaces are light, airy and well maintained with direct and easy access to suitable toilet facilities. The outside play area has a secure perimeter and is well resourced. We saw the children enjoy playing with a range of exciting activities such as climbing frames, balance boards, shelters and bat and ball games promoting their hand/eye co-ordination skills. These activities provide children with opportunities to experience lots of different types of outdoor physical play which is an important element in children's all round development.

Children have access to suitable resources which keep them engaged throughout the session. Children had suitable table top activities and we saw children enjoy playing 'Connect four' with their friends. However, as most children had chosen to play outside not a huge selection of table top games had been made available to the children. When we inspected the storage cupboard we noted that an audit of resources was required both to ensure suitable quantities and quality of resources is maintained. The RP explained that as they were closely approaching the summer holidays some resources needed to be replenished. She stated that this audit had already been planned to ensure the club is fully stocked at the beginning of the new term. Daily checks ensure that equipment is in good working order and we were told that any broken toys are removed immediately.



## 4. Leadership and Management

**Adequate**

### Summary

The RP has regular contact with the service and there is a clear management structure in order to support staff and operate the service effectively. Policies and procedures are in place and daily records are maintained to a good standard. However, whilst we were told questionnaires had been sent out in preparation for a review of the service, the RP had not undertaken an annual review to identify improvements and had not ensured fire drills had been completed in line with national minimum standards. We were assured by discussions with the RP that these matters would be addressed promptly along with recommendations for the service.

### Our findings

There are systems in place to support the effective operation of the service but these need to be strengthened. The RP is motivated to implement improvements and has updated the statement of purpose and undertaken fire drills and forwarded these records to us since the inspection. Team meetings are held regularly each term and we also saw that the PiC gathered staff together for discussions before each session to support information sharing and promotion of good working practices. The staff team has undergone recent changes and both the PIC and RP acknowledge that further training is needed to ensure all staff are confident and clear about their roles and responsibilities. Contracts were completed thoroughly and children's registers were signed by parents with times in and out recorded. The RP has a system to consult with parents, staff and children in order to plan for improvements. However, an annual review had not been completed. Questionnaires requesting feedback from parents, staff and children has recently been sent out to inform this process. No complaints had been received by the service but a log to record any future concerns or complaints was in place. Accident and incident forms were completed well and an effective way of evaluating this information is in place.

Staff are supported and good child care practice is encouraged and a formal system for supervision and appraisal of staff has recently been initiated. Staff reported that they enjoyed their jobs and felt that they had good access to managers. We looked at staff files and found that safety checks and suitable recruitment procedures were undertaken and all staff had Disclosure and Barring Safety checks in place, although some files did not have a job description, recent photo or proof of identity. There are systems for safeguarding and any complaints to the service. It was explained that there are staff to cover annual leave, sickness and emergency cover so that agency staff are not required.

Leaders and staff understand the importance of building effective working relationships in order to provide a good service to children and their families. Parents we spoke to expressed a high level of satisfaction with the service. Parents stated they were happy with communication with staff and that they felt their children were safe and happy at the club. We saw good communication between staff and parents at the beginning and end of each session. Good relationships are maintained with the school and health professionals in order to support children.

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

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

None

### **5.2 Recommendations for improvement**

- Update the Complaints Policy so that it clearly provides information on how children aged over eight years old can make a complaint;
- audit resources to ensure quality and quantity of items will meet demand and
- update staff files to include proof of identity, recent photo and job descriptions.

## 6. How we undertook this inspection

This was a scheduled full inspection. One inspector undertook an unannounced visit to the service for two and a half hours on the first day. This was followed by a second announced visit for three hours;

- we spoke to a number of children during the sessions, two parents, five members of staff, the person in charge and the registered person;
- we used the information already held by CIW and we looked at a wide range of records. These included the statement of purpose, risk assessments, copies of policies including safeguarding and accident/incident records. We also looked at five staff files and three children's files;
- we made a visual check of the premises and
- we provided feedback to the registered person at the end of the inspection on the second day.

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	Children's Day Care Out of School Care
Registered Person	Catherine Whelan Michael Whelan
Person in charge	Louise Dawes Hannah Walker
Registered maximum number of places	96
Age range of children	Under 12 years
Opening hours	Monday to Friday 3.15pm to 6.00pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	08 July 2015
Dates of inspection visits	03 and 04 July 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' in relation to the Welsh language. We recommend that the service provider considers Welsh Government's 'More Than Just Words follow up strategic guidance for Welsh language in social care.'
Additional Information: None	

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