



# Childcare Inspection Report on

**Oscars Out Of School Club**

**Lodge Hill Infant School  
Caerleon  
Newport  
NP18 3DY**



**Date Inspection Completed**

09/05/2019

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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 Out of School Club provides after school care during school term times for children attending Lodge Hill Infant and Junior School. The club is registered with Care Inspectorate Wales (CIW) to care for 48 children under 12 years of age. The club operates from Lodge Hill Infant School and has use of its facilities including the main hall, library, toilets and outdoor play areas. The privately owned club is managed by the Registered Person (RP) who employs 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>	Good
<a href="#">Environment</a>	Adequate
<a href="#">Leadership and Management</a>	Adequate

### 1. Overall assessment

The service relocated into the newly built Lodge Hill Infant School in September 2018. This transition has impacted upon the service as both staff and children adjust to the new surroundings. However, managers are motivated to provide a good service to children and their parents. Staff are well supported, experienced and build good relationships with children. Children are happy and settled at the service. Some further training for staff and improvements within the environment are required but both the RP and the small staff group are very motivated to address these issues.

### 2. Improvements

Most recommendations from the previous inspection have been addressed;

- risk assessments have been updated and reviewed ;
- resources have been audited and, for example, a new PE Kit bag is available to promote children's physical activities;
- the accident book is completed accurately and shared and signed by parents;
- the person running the club holds a recognised qualification in line with the Care Council for Wales;
- the Statement of Purpose has been updated and
- a system is in place to review and monitor the quality of the service on an annual basis.

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

The service was non compliant with:

- Regulation 29 (3) (a) Employment of staff.

This is because the registered person must ensure that all employees who look after relevant children receive appropriate training, supervision and appraisal. We have not issued a non compliance notice as the provider has initiated a system for the regular one to one supervision of staff.

- Regulation 28 (2) (b) (ii) Suitability of workers.

This is because two staff files did not contain all information or documentation to demonstrate that the provider had ensured the suitability of staff to care for children. We have not issued a non compliance notice as the provider obtained full information including employment histories and a second reference by the second day of inspection.

We have made some recommendations and these are summarised at the end of this report.

# 1. Well-being

Good

## Summary

Children are listened to at the service and can express their wishes. Nearly all are happy, have good opportunities to develop a range of skills and experience a sense of achievement. Children's interactions and independence are supported and they enjoy attending the service.

## Our findings

For much of the session children can decide how to spend their time. A majority of the session was led by the children's choice and their interests, allowing them freedom to explore. Children were happy to move around playing or relaxing with friends. They were confident to express their needs to the staff. For example, children asked if they could play outside and were supported in their choice whilst some children remained playing inside. We spoke with children who said they were happy with the service and felt that they were consulted with. At Easter they had been asked for their feedback about the service. Staff told us this would be used to help improve the service and inform an action plan for the quality of care review.

Children formed friendships and are settled and relaxed. They were confident and transitioned from school to the after school club well. They chose who they wanted to play with and moved comfortably from being involved in a group activity to playing quietly on their own. Children told us that they enjoyed attending the club and a parent confirmed this saying that their child never wanted to leave. As the club is newly established within the school and shares the facilities, the club itself has not yet established a strong identity. Little of children's work was displayed as the service mainly operates from the school library and it was difficult to distinguish the club from the school environment, although staff had started addressing this.

Children attending develop friendships and sat together chatting and co-operating during snack. Older and younger children played happily alongside one another and we saw children playing board games with their friends and including other children who expressed an interest in joining. Children were very polite and happy to share resources and patiently waited their turn using good manners during interactions. They were happy and confident to express their thoughts to the inspector throughout the inspection. Children really enjoyed their activities and concentrated for good periods of time in order to complete tasks. Other children played outside and followed instructions well for the bat and ball games. One parent told us that their child had a very good range of activities to occupy them and never got bored.

Children develop independence as they have opportunities to do things for themselves. We saw that children lined up and chose their own snacks at tea time and cleared up after themselves. The toilets were easily accessible and children were able to access them independently and wash their hands as needed. Some children had access to their own school locker and were able to hang their coats up and get their bags when leaving, although we saw some coats and lunch boxes on a table.

## 2. Care and Development

Good

### Summary

Staff are warm and responsive child care providers who know the children well, build good relationships with them and are able to meet their individual needs. They are appropriately trained, manage children's behaviour well and implement procedures to keep children safe and healthy.

### Our findings

Staff are appropriately qualified and experienced. The PIC holds a Cache Level three child care and playwork qualification, paediatric first aid and food hygiene. The safeguarding policy includes information on Prevent Duty which is a government strategy to prevent children being drawn into extremism. Staff were very clear about what procedures to follow when reporting any safeguarding matters. Staff ensured that children had access to healthy snack options and drinking water was easily available throughout the session. They were aware of children's health needs and had procedures in place to manage children's dietary requirements. Accidents and incidents were recorded and parents informed promptly and this was confirmed by parents we spoke with. We noted that the door was locked and entry to the club monitored by staff with a record of visitors kept. Fire drills are completed with children each term. A children's and staff register was completed in a timely manner to ensure children were accounted for and staff ratio's were appropriately maintained.

Staff are respectful to children and build trusting relationships with them. Staff were encouraging to children in their arts and crafts activities and other more boisterous outdoor activities were managed well. We saw that staff communicated well with each other to ensure they supervised children and positioned themselves within the environment to properly support children. Staff were polite to children and encouraged good manners and acted as good role models. When we spoke to children they were able to explain some club rules and we heard staff inform them clearly of rules and give proper explanations of why certain rules were followed. One parent explained that she had met with staff to discuss strategies to support their child's behaviour and that this had enabled their child's behaviour to improve and they had therefore settled well at the service.

Children's play is well supported. We saw that the staff encouraged and supported children's individual interests. For example, staff were aware that one child loved reading and ensured that they had somewhere comfortable to sit and read outside whilst her friends played ball games. Whilst a majority of feedback from parent and children showed a high level of satisfaction with the club and staff interaction with the children, one parent suggested that resources could be improved. When speaking with the PIC and RP they explained that an audit of resources had been undertaken due to the recent relocation of the club.

### **3. Environment**

**Adequate**

#### **Summary**

The service operates from school facilities including the library and hall within the school building. The environment is safe, clean and airy. There is direct access to a secure outside space and quiet areas with seating and bean bags for children to relax at the end of their school day. As the service has only operated from this space since September 2018 they are still settling within the school and forming ideas of how best to use the amenities on offer.

#### **Our findings**

There are systems in place to ensure children are cared for in a safe and secure environment. Staff undertake daily visual checks of play areas in order to identify and eliminate risks. We found that the service is secure with entry monitored by staff and doors secured by a fob system. Visitors are required to sign in and out of the school as well as the service. Records examined included a register of children's and staff attendance and we saw that arrival and departure times were recorded. Fire evacuation drills had been carried out regularly and are recorded appropriately. Necessary insurance and building maintenance check certificates were in place.

The environment is spacious, light and divided by book cases into areas so that children can decide to rest, do table top activities or play with chosen games and resources. Children were able to move between areas within the large library area freely and could independently access toilet facilities. We were told an audit of resources had taken place due to the recent relocation. However, access to the main storage cupboard was restricted as it is within the main school hall which can only be accessed via security doors using a fob. Therefore, children's choice of activities was restricted although staff had made craft activities, floor games such as Jenga and board games available to children within the library. We also noted that when children went outside, a good range of outdoor equipment had been organised. Quiet areas were well resourced with comfortable furniture with lots of books to read. Tables and chairs were child sized, as were toilets and wash hand basins. Children's work was not readily displayed on the walls as children took their work home and the space used was very clearly the school library. Consideration should be given to how the club's identity could be further established within the school setting and foster a greater feeling of belonging for the children attending. The outside area is accessed from the library and provides a secure area for children to learn and play and we saw children really enjoying outside play.

Toys and equipment were clean and in good condition. We saw children playing with board games, large construction blocks, out door games and choosing from a variety of different activities such as arts and crafts or reading books. We were told that resources are regularly checked and immediately discarded if damaged or worn. An audit of resources had recently been undertaken and further review of resources would be beneficial to establish a system to promote ease of access for children.



## **4. Leadership and Management**

**Adequate**

### **Summary**

The RP is motivated and has developed systems so that they have good oversight of the service and has identified areas requiring improvement. We informed them that the service had two regulatory matters to address, one was addressed during the inspection and the second had been identified and systems to embed supervision with staff had been initiated. Partnerships with parents, the community and school are strong.

### **Our findings**

There is a clear statement of purpose in place which provides an accurate picture of the service. The RP is knowledgeable regarding the Regulations and National Minimum Standards and is available to provide regular guidance and support to the staff group. We reviewed a sample of policies and procedures which we found to be comprehensive and staff we spoke with were clear regarding how to implement them. We looked at a sample of children's records, which were completed appropriately. Contracts were up to date, records were maintained in respect of the children and documentation was stored securely. Staff understood their roles and responsibilities.

There are systems in place to monitor and evaluate the operation of the service and plan for future improvements. Questionnaires had been sent to parents and children had been consulted with in preparation for the annual review in July. Staff also told us that their thoughts and ideas are regularly sought about key aspects to secure improvements and termly team meetings have been initiated in order to be more proactive in sharing ideas and information. We were told that children are regularly asked their opinions and activities are adapted according to their developing interests. We were told that staff have daily informal discussions which also offer an opportunity to voice opinions on the service and make suggestions. There is a complaint policy in place but none had been received and children were aware of who they would speak to if they were unhappy about the service. The RP told us that following the completion of the review, an action plan would be drawn up outlining any improvements required and plans would be put in place to address matters identified. We found that even prior to the completion of the review the RP and staff had already reflected upon areas of improvements needed. We noted that daily records and incident sheets were completed as required and a system had been initiated to regularly evaluate accident and incident forms which could help identify any emerging trends.

Systems have been identified to start effectively managing staff. The staff team are motivated and demonstrate that they are committed to improving the service. We saw that all staff members have current Disclosure and Barring Service (DBS) checks in place but some other pre-employment checks had not been consistently carried out on all staff. However, on the second day, identified staff brought in their full employment history and a second reference so that staff files contained all of the required information. The RP had not undertaken regular one to one supervisions with staff but had initiated a system to address this and had identified areas for staff development. We were told by staff that management figures were very supportive and approachable.

The RI has developed systems to promote clear communication and to establish trust with staff, parents and other parties. Parents we spoke to gave very positive feedback about the staff and service in general and parent questionnaires confirmed that overall there was a high level of satisfaction with the service. They were clear regarding the nature of the service and felt they were well informed how the club was run and what their children did whilst in the club's care. Good relationships have also been developed with the school.

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

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

None

### **5.2 Recommendations for improvement**

- Develop a system so that children have greater autonomy in choosing activities from the store cupboard;
- embed system to ensure that staff receive regular one to one supervision sessions and
- establish a greater club identity.

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

This was a full inspection undertaken as part of our normal schedule of inspections. One inspector completed two inspection visits to the service, the first of which was unannounced. We provided feedback to the RP following the second visit: As part of the inspection we:

- reviewed information held by CIW;
- spoke with the RP;
- undertook a visual inspection of the areas used by the service;
- spoke to all staff, some children and two parents; and
- looked at a range of records including a sample of staff recruitment information, children's records and other records maintained at the setting. These included the Statement of Purpose, some policies and procedures, the quality of care review, risk assessments, building maintenance certificates, attendance registers and CIW questionnaires.

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
Person in charge	Shorna Devney Amanda Cosslett
Registered maximum number of places	48
Age range of children	Under 12
Opening hours	Monday to Friday 3.15pm until 6.00pm during term times
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	14 July 2015
Dates of inspection visits	08 and 09 May 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. 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	

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