



# Childcare Inspection Report on

**Clwb Carco y Castell**

**Ysgol y Castell  
Crescent Road  
Caerphilly  
CF83 1WH**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**



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## **Description of the service**

The service is registered with Care Inspectorate Wales (CIW) to provide care for 50 children. The provision includes breakfast club, morning wrap around sessions, after school and holiday club. The service operates from a demountable building and school hall within the grounds of Ysgol y Castell in Caerphilly. A Responsible Individual (RI) has been nominated to act on behalf of the company, and four suitably qualified and experienced Persons in Charge (PiCs) have been nominated to run the service on a day to day basis. This is a Welsh language provision and the inspection was carried out through the medium of Welsh.

## **Summary of our findings**

### **1. Overall assessment**

Outcomes for children are good in relation to their well-being. They have a sufficient range of play opportunities, are forming strong relationships with their peers and are developing appropriate independence skills. Care practice is responsive and staff manage interactions in a positive way. The environment is adequate and provides sufficient space with a range of resources available. Management of the service is effective in some areas, but there are some issues which need to be addressed to ensure that regulatory requirements are met.

### **2. Improvements**

Since the last inspection the RI has addressed the areas of non compliance highlighted in relation to, not operating in line with the Statement of Purpose, Regulation 31 (1) and Hazards in the environment, Regulation 25 (a) (c). In addition, some of the recommendations made by CIW have been actioned including displaying who works at the service, children's coats are now stored in the cloakroom, and improved communication systems with parents.

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

At this inspection the provider was not compliant with regulations in relation to hazards and safety as we identified risks to children. However, the RI took immediate action to address this and we have not issued a non-compliance notice in respect of this matter on this occasion. The provider was also non compliant in relation to Supervision and Appraisal, as we identified that staff had not received appropriate supervision. However, we have not issued a non-compliance notice in respect of this matter as we did not identify significant risk or impact to children as a result of staff not receiving supervision. We also made some good practice recommendations in respect of the Environment, and Leadership and Management themes which are summarised at the end of the report.

# **1. Well-being**

## **Summary**

Overall, children are happy and settled at the service. They are able to make choices about their play as there is an appropriate quantity of resources. Children's requests are listened to and responded to, and there are opportunities for them to be independent and develop self help skills.

## **Our findings**

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

Children are able to speak freely and communicate with confidence. They are able to select activities which interest them and freely choose their resources. During our inspection visits the children were happy to approach staff for resources or different snack items, and their requests were promptly dealt with. One child wanted pancakes which the staff quickly provided. The PiC told us planning is flexible for the after school element, depending on children's requests. We observed children and staff engaged in friendly conversations and it was clear that children were listened to and that their views were considered.

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

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

Children are content and are settled in the service. Currently the children who attend are all pupils at the primary school so the surroundings are very familiar to them. The majority of the staff team are also employed at the school which provides continuity of care. There is a busy atmosphere and children enjoy their time playing with others. We saw children laughing and running around the outside space. We heard staff acknowledge children's efforts and praise their achievements. For example, one member of staff joined in with a child building a big tower, she said "Well done, that's great.

Children are happy and settled. This promotes their confidence.

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

We observed different age groups of children over the course of the inspection and saw that there were lovely interactions between the children who happily participated in group activities and in paired activities. The children spoke kindly to each other, and shared resources. Children were happy to speak with us and appeared to understand the rules and behaviour expected of them when attending the club. During the wrap around element, snack time was a particularly sociable event with children sitting nicely together and chatting to each other and staff. Supportive friendships between individuals were evident and younger children were confident to ask for support when needed.

Children are developing good social skills, and learning how their behaviour can impact on others.

#### **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. They can also relax after their school day by reading or taking turns to play on the computer. The range of play occupied the children's time productively and included knitting, sand play, arts and crafts, and outdoor play. Children we spoke to told us they enjoy attending the service and '*playing with the dinosaur toys*'. A group of children were seen to particularly enjoy a crochet knitting activity with a member of staff.

Children have access to a good selection of play opportunities which are suitably challenging and of interest to them.

#### **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 they enjoyed and they did so with the minimum of support from staff. Children have consistent relationships with their carers and their friends which helps them to gain confidence and overcome challenges. We saw children playing for good periods of time both indoors and outside. Children were confident to use the toilet facilities unsupported and washed their hands at appropriate times. During snack times in the after school provision, children could choose what they wanted to eat, served themselves and poured their own drinks.

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

## **2. Care and Development**

### **Summary**

There are suitable procedures in place to promote children's health and well-being. Staff are well trained and experienced to carry out their roles effectively.

### **Our findings**

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

The service has policies and procedures in place which support and promote health and well being. All staff have undertaken child protection training, and there is a safeguarding policy which contains the Prevent Duty which requires services to protect children from extremism and radicalisation. A system is in place for recording accidents and incidents, however not all records we viewed were signed by parents. All staff had undertaken paediatric first aid training, and there is a medication policy in place.

Children were provided with drinking water which they could help themselves to throughout their time at the service, and a choice of healthy snacks were provided in accordance with the service's healthy eating policy.

Staff understand their responsibility to safeguard children and follow policies and procedures which are in place.

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

Staff work in line with the service's behaviour management policy. We saw staff interacting consistently and respectfully with the children in a calm and gentle manner and they were role models of positive behaviour. We heard staff using soft tones and friendly language which helped to build successful, trusting relationships with children.

Staff are consistent in their responses, which helps children to understand what behaviour is or is not acceptable.

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

The staff team provide responsive care which meets the children's needs. We saw that staff to child ratios were in line with the National Minimum Standards (NMS). A key worker system is in place for children attending the wrap around element, and we saw appropriate developmental records for those children. Children were able to make their own choices and we saw them move freely between the resources. On a number of occasions staff participated in activities with the children. We heard children speak to staff about their interests and about their school life and staff were aware of children's preferences and hobbies.

Children benefit from a staff team who work well together to provide play and learning opportunities for all children.

### **3. Environment**

#### **Summary**

The service is located within the grounds of Ysgol y Castell in Caerphilly. A demountable classroom is used for the wraparound and after school services, and the School hall is used for the breakfast club service. We identified hazards to children in the demountable building, however the provider took immediate action to rectify this.

#### **Our findings**

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

Leaders have some effective systems in place to manage the environment and to assure children's safety. All children were accompanied by a member of the school staff when they left school to attend the after school service. This was also the case when leaving breakfast club in the mornings. . Visitors to the service were required to sign in and out. Registers for children's attendance were completed appropriately. We saw that fire evacuation drills took place at regular intervals.

Parents or guardians signed the register when they left with their children, however we identified safety concerns in respect of the system in place for the after school club. We saw that at times the entrance door was unsupervised and left open, therefore children were able to leave the premises. Children were also able to access the kitchen unsupervised. We discussed these issues with the provider, who immediately put measures in place to reduce the risks to children.

Leaders have systems in place to ensure the safety of the environment but must take action to maintain this

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

Overall, space available is suitable for children's play and learning. There is a good sized and well equipped outdoor area which is utilised daily. We conducted a visual inspection of the internal space and found it to be bright and child friendly. In the demountable classroom, children do not need to leave the playroom to access the toilet facilities and this encourages their independence, however the toilets are designed for young children and the height of the doors does not maintain the privacy of older children. We also noted that there was an unpleasant odour emanating from the drain in the toilet area. Recommendations made at the previous inspection in respect of the toilet facilities all remain outstanding, however the PiC told us work is planned to alter the facilities.

Action is required to ensure the facilities are suitable for children of all ages that attend the service.

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

There is a suitable range of toys and appropriate equipment for children to use. There are craft materials, sand and water, knitting, jigsaws, small world toys, small book area

and an area set aside for messy play. Children we spoke to told us they are happy with the resources available. The resources that we inspected were in good condition and were suitable for the ages of children that attend. Externally we saw that children benefit from large play equipment such as a mud kitchen and climbing frame.

Children benefit from a suitable selection of resources which are well maintained.



## **4. Leadership and Management**

### **Summary**

Whilst many aspects of the service are run appropriately there are areas which require attention in order to meet National Minimum Standards and Regulations.

### **Our findings**

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

Leadership in some areas is effective, however attention is needed to ensure the service is meeting all its Regulatory requirements. There is a detailed Statement of Purpose which provides parents with information to assist them in making an informed choice on the suitability of the service for their child. We saw that parental contracts were completed prior to children's attendance which included relevant information about the child and key contact details, however the contracts did not contain children's religion and gender. The times of staff and children's attendance was recorded. Key policies and procedures were in place for the service, however some did not state when they were last reviewed. The service provides the '*Active offer*' in respect of the Welsh language.

There are effective policies and procedures in place, however leadership must ensure that all legislative requirements are met.

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

There is evidence of planning for improvement and quality assurance processes. The annual Self Assessment of Service Statement (SASS) and Quality of Care report had been produced and sent to CIW. The report stated that it was compiled using the views of children, parents and staff. There was a complaints policy in place should parents wish to raise an issue, however there was no system in place should children wish to make a complaint.

Leaders undertake evaluation and planning for the service.

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

Leaders manage some aspects of the service well in relation to staff recruitment and training, but other areas of management are inconsistent. We saw that annual appraisals were conducted, however found that staff did not receive 1-1 supervision. The provider agreed to establish regular, formal supervision sessions to compliment the appraisal system which was already in place. Staff files we viewed contained all the required information. We saw evidence of staff meetings to discuss planning, resources, and training. All mandatory staff training was up-to-date and renewals were scheduled as needed.

Leaders need to ensure that there is an effective system in place with regard to formal supervision.

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

There are appropriate partnerships with parents and children. Staff told us they also have a good working relationship with the School on site. Information for parents was displayed in the entrance foyer including activity planning, staff photographs and qualifications. One of the PiCs told us there were plans to introduce quarterly newsletters for parents providing information on the service.

Partnerships with parents are being developed to maximise benefits to children.

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

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

- At the inspection which took place on 12 December 2017 we identified two areas where the provider was not meeting their legal responsibilities and non compliance notices were issued. These were Regulation 25 (a) (c) Hazards and Safety and Regulation 31 (1) Statement of Purpose. During this inspection we found that the provider had taken action to achieve compliance in respect of the matters identified.

### **5.2 Recommendations for improvement**

We discussed the following good practice recommendations with the RI and PiCs;

- Date all policies and procedures to show the date of last review;
- ensure parents sign accident and incident records;
- implement Complaints Policy for children over 8 years old;
- children's contracts to be updated to contain information on children's Religion and gender, and
- continue with plans to alter toilet facilities in the demountable building to maintain children's privacy, meet older children's needs and eliminate odour from the drain.

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

This was a full inspection as a result of a concern received by CIW and to test outstanding non compliance from the previous inspection;

- One inspector made two visits to the service over two days, the first of which was unannounced. We spent approximately six hours at the service;
- we observed care practices;
- we considered information available to CIW including the Self Assessment of Service Statement (SASS);
- we spoke to children and staff;
- we made a visual check of the premises, and
- we looked at a range of documentation. We focused on Staff files, Safeguarding policy, Behaviour management policy and staff rotas.

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 Full Day Care
Responsible Individual	Tracy Reeves
Person in charge	Kelly Price Sara Rock Maria Lees Natalie Richards
Registered maximum number of places	50
Age range of children	3 to 11 years
Opening hours	08:00 - 09:00 breakfast club 09:00 - 12:45 wrap around care 15:30 – 17:45 after school care 08:30 – 17:30 holiday club depending on demand
Operating Language of the service	Welsh
Date of previous Care Inspectorate Wales inspection	12 December 2017
Dates of this inspection visits	23 April 2018 and 26 April 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?	Yes. This is a service which provides the active offer in respect of the Welsh language. It anticipates, identifies and meets the Welsh language needs and cultural needs of people who use, or may use the service.
Additional Information:	