



Childcare Inspection Report on

Crwban Bach

**Dros Plant Building
Long Street
Newport
SA42 0TJ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

22/01/2020

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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

Crwban Bach was registered in 2016 and offers wrap around and after school care for a maximum of 16 children aged between 3 and 12 years. The service offers a wraparound session from 9am to 12.55pm or 12pm to 3.15pm and an after school session between 3.20pm and 5.30pm, during term time, Monday to Friday. The service operates from Dros Plant building in Newport, Pembrokeshire. The registered person is Elizabeth Davies and the persons in charge are Elizabeth Davies and Katie Morris. The service is provided bilingually and offers the 'Active Welsh Offer' in relation to the Welsh language.

Summary

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

1. Overall assessment

We found that children enjoyed themselves very much at Crwban Bach. They have fun with their friends and are cared for in a safe and stimulating environment. They are cared for by nurturing and consistent staff who are committed to meeting their individual needs. Parents are very happy with the service that is provided.

2. Improvements

The registered person has met the recommendations noted in the last inspection report in relation to documentation.

3. Requirements and recommendations

We made recommendations in relation to well-being and leadership and management. These can be found at the back of the report.

1. Well-being

Good

Summary

Children at Crwban Bach are listened to and make choices. They are happy, secure and settled. They enjoy good opportunities to socialise with their peers during freely chosen and self-directed play as well as planned activities.

Our findings

Children make effective decisions about their play from a range of activities offered at the club. They chose to play with age appropriate activities such as dinosaurs, dolls, football, various games, creative activities and playdough. They could access resources that had been set up in the room but were confident about making requests to staff and knew, where possible, their needs would be accommodated. For example, one child asked to play a game of draughts which was brought out of the store cupboard for them to play.

Children told us they could ask staff for resources they wanted and we saw this in practice as they confidently asked for the playdough and drawing pencils. Children arrived at the club happy, smiling and giggling with friends. They engaged freely with other children and chatted to the staff about what they wanted to play and about their favourite football players. They interacted confidently with the inspector chatting about their favourite activities at the club. Children identified the staff that they would speak to if they felt sad and told us they felt safe and secure at the club. They told us they enjoyed coming to the club, playing with friends, football, drawing, colouring and helping out. Children had very good relationships with the staff and happily and proudly showed their art work as well as telling staff how they felt. For example, one child told a staff member they felt tired and was given a hug and reassured. Children play alongside each other and cooperated well throughout our visit. For example, one child helped another child unprompted to find paper so that they could both carry out a craft activity together. There was a sense of community within the club with children helping each and being polite. Older children helped younger children to pour water at snack time and every child choosing various languages to say thank you when given their snack. Children readily invited other children to play and chatted animatedly with one another as they played. Children jumped up and down and sang loudly when they scored a goal on the table top football.

Children moved freely from one activity to the other and spent a considerable amount of time engrossed in favourite activities such as colouring and playing draughts. Some children relaxed on the carpeted area and sang quietly to themselves. We did not see children play outside due to inclement weather, however; we saw photographic evidence of children enjoying various outdoor activities. Activities included an obstacle course, football games, beach and park visits.

Children were at ease in their surroundings and showed confidence in offering to help at every opportunity. For example, children handed out plates and cups, poured water and

offered toast to the other children. Children tidied up at various times during our visit and washed and dried their hands independently. There are however further opportunities for children to be independent at snack time.

2. Care and Development

Good

Summary

Staff know the children in their care well and provide responsive care that meets their individual needs. They create a relaxed and nurturing atmosphere where children are supported to participate in their choice of activities.

Our findings

Staff know that safeguarding children is a high priority and demonstrate good understanding of dealing with concerns or disclosures when given scenarios. Staff had updated their first aid training and there were clear procedures in place to deal with any incidents and accidents, including obtaining staff and parents' signatures. Staff practised good hygiene procedures, for example, washing hands and cleaning tables before preparing and serving snacks. Parents had signed emergency medical consent forms prior to their children starting at the service.

Staff encouraged children to share, to be kind to each other and to think about other children's feelings. Staff adhered to the service's behaviour policy. They were very positive, regularly praising children. Staff and children had created a display outlining the qualities of a good friend. Staff modelled expected behaviour by talking to each other and the children kindly. They sat with the children and interacted positively, talking to them about what they were playing or playing games with the children.

Staff provided nurturing and responsive care. They knew the children well and were familiar with their preferences with regard their play choices. Staff planned activities in conjunction with the children such as games night, tennis, film night, baking and Santes Dwywnwen crafts. Staff provided opportunities for child-directed play at every session. Photographic evidence showed children participating in a wide range of activities such as cooking, visit by exotic animals, painting, picnics and woodland walks. The service had taken part in the Urdd National Eisteddfod art and craft competitions and won in the puppets and group textiles sections. The service provided the 'Active Offer' in relation to the Welsh language.

3. Environment

Good

Summary

Leaders ensure that the environment is clean and well maintained and is suitable for the age range of children that are cared for. Children have access to an enclosed outdoor multi usage gaming area and suitable, clean resources.

Our findings

Children are secure because the door to the hall is kept locked and visitors are unable to enter without being let in by staff. Details of all visitors to the service were recorded. Parents signed for their children when they picked them up from the service. Maintenance records showed that the fire and smoke alarms had been tested. The wall mounted fire extinguishers had been serviced and leaders carried out regular fire drills ensuring children and staff were familiar with evacuation procedures. All electrical equipment was PAT tested and the boiler was serviced annually. The public liability insurance certificate was displayed on a notice board and was in date. Cleaning equipment was stored in a cupboard to which children had no access and the environment was clean and tidy. Leaders carried out thorough risk assessments on areas used by the children and records kept.

Leaders ensure that the children are cared for in a child centred environment. They made good use of available space for children to play, rest and eat. They arranged tables to provide a snack time area where children could enjoy their snacks in a social group. There is an area for children to relax and read. The service had use of the local school's enclosed outdoor multi usage gaming area. They also equipped the outside area with their own equipment such as, balls, parachute and ride on vehicles.

Children had access to a range of good quality toys and games for the indoors and outdoors. Welsh reading books and games were available. Resources were in good, clean condition and there was plenty of choice for the age groups attending the service. There were ample materials available for craft activities such as paint, felt pens, crayons and colouring pencils.

4. Leadership and Management

Good

Summary

Leaders have developed systems and checks to ensure the smooth running of the service. Systems are in place for reviewing the quality of care they provide. Leaders have developed good partnerships with parents and the local school.

Our findings

The service has a statement of purpose in place that is a true reflection of the service provided. However, opening times for the wrap around service and after school care vary from term to term and Care Inspectorate Wales should be kept informed of these changes termly. Leaders regularly review their policies and procedures and staff implement them effectively in their daily practice. For example, staff followed the positive methods outlined in the service's behaviour management policy throughout our visit.

Leaders review the quality of the service annually and produce an informative report. Feedback in parental and children's questionnaires was positive. Parents comments included that their child enjoyed at the service so much, that they asked to come even on the days they weren't meant to be there.

Staff were suitably qualified. One member of staff was in the process of completing level 3 in play work with all other staff having relevant qualifications. They were up to date with core training in safeguarding, paediatric first aid and food hygiene. Leaders carried out annual appraisals and regular supervisions on staff and had identified development training needs and targets. Nearly all staff files were found to contain the correct documents however; one staff file did not contain references. References were placed in the file before the end of the inspection process.

Parents and carers spoke very positively about the service. They were happy with the information received prior to their child starting at the service. Staff had a relaxed discussion with parents and carers at the end of the session about their children's time at the service. Leaders had agreed contracts with all parents and had sought consent for various aspects such as taking photographs. Parents told us that the service communicated well with them. The service has a good working relationship with the school it serves. They make sure children remain part of their community by taking part in local and national art competitions.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We recommend that;

- children are given further independence at snack time;
- staff references are kept in staff files; and
- CIW are updated termly of changes to the service especially opening times.

6. How we undertook this inspection

This was an unannounced, full inspection undertaken as part of our normal schedule of inspections. Feedback was given at a later date over the phone.

One inspector visited the service on the 17 and 22 of January 2020 for approximately 4 and a half hours in total. We;

- inspected a sample of documents and policies;
- we observed practice;
- undertook a visual inspection of the premises;
- observed children using the SOFI (Short observational framework for inspection) tool and general group observations and
- spoke to the registered person, person in charge, staff parents, carers and children.

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
Registered Person	Elizabeth Davies
Person in charge	Katie Morris Elizabeth Davies
Registered maximum number of places	16
Age range of children	3-12 years
Opening hours	9am-12.55pm, 12pm-3.15pm, 3.20pm-5.30pm Monday-Friday term time only
Operating Language of the service	Bilingual
Date of previous Care Inspectorate Wales inspection	28 April 2017
Dates of this inspection visit(s)	17 January 2020
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 that provides an "Active Offer" of the Welsh language. It provides a service that anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.
Additional Information:	

Date Published 19/03/2020