



Childcare Inspection Report on

Gofal Plant Flourish Cymru Childcare

**Tonyrefail Primary School
Martin Crescent
Tonyrefail
Porth
CF39 8NT**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

21/01/2020

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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

This is the first inspection of the service which is registered with Care Inspectorate Wales (CIW) to provide out of school care for up to 16 children and operates from premises within Ysgol Gynradd Gymraeg Tonyrefail. Services include a wraparound provision from 12.30 to 3.30pm for children who attend the school in the mornings, and the after school club which runs from 3.20 to 6.00pm each school day. During the summer school breaks, a holiday club is available from 8.30am to 3.30pm. The service provider is Gofal Plant Flourish Cymru Child Care and Natalie Hughes has been nominated as the responsible individual. There is a person in charge who is responsible for the day-to-day running of the service. This is a Welsh language provision.

Summary

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

1. Overall assessment

Children enjoy and learn from a good range of interesting activities and experiences. They are well settled and relaxed in their surroundings and engage well with other children and the staff who care for them. Staff have good knowledge about the children's needs and provide nurturing, supportive care. The club is well supported by the provider and there are good relationships with the school which the children attend during the day. There is a good ratio of staff to children and this ensures that children's needs are consistently well met. The environment is welcoming, attractive and well-resourced both inside and outdoors.

2. Improvements

This is the first inspection after registration.

3. Requirements and recommendations

There were no non compliance issues identified at this inspection.

We made one recommendation which is discussed in the report and summarised at the end.

1. Well-being

Good

Summary

Children receive a good quality service which provides a diverse range of interesting and stimulating opportunities. They are very well settled and content and show clear satisfaction about how they spend their time at the provision. Children form positive and warm relationships with care staff and other children and feel welcome and at home. They receive consistent and supportive care and look forward to attending.

Our findings

Children make their own decisions about how they spend their time at the service and are able to direct their own play. They are consulted about the activities available to them and contribute suggestions and ideas about the running of the service. Children are confident to initiate games and ask for support from staff when needed. Children and staff engage in friendly, supportive conversations and it was clear that staff listen to children and that their views are considered at all times. Children self-register when they arrive and choose a face sticker which matches how they are feeling. Staff follow up by providing support to children who indicate if they are not happy.

Children value their time at the service and parents told us that children look forward to attending to meet up with friends and relax at the end of the school day. Children and staff wear slippers during the sessions and this contributes to their comfort. Children have very good relationships with their carers and feel comfortable to share personal information about their families with staff and their friends. Some children sing together spontaneously which indicates a level of contentment and satisfaction. Children from a wide age group use the service and younger children benefit from the support of older children who they regard as role models. Most children are clear about how they are expected to interact with others and value the calm, supportive atmosphere.

Children can choose from an extensive and varied range of activities which are stimulating and interesting. Many of the younger children take advantage of the role-play resources available, especially the kitchen/home area, making tea for visitors. Some children look forward to the opportunity for dressing up and assuming different roles throughout the sessions. 'The Gruffalo' and 'Transformer' characters are popular choices. Children enjoy craft activities and making cards for their parents to celebrate cultural festivals such as Dydd Santes Dwynwen. Children enjoy physical play and games and take advantage of the extensive outdoor facilities available to them when the weather permits. Children also enjoy dancing and yoga.

Children carry out tasks and are helpful to each other. They are responsible for clearing away resources and help themselves to food and drinks. Most children use the toilet

facilities independently and ask for support if necessary. The Welsh language is used exclusively at the service and children communicate with confidence.

2. Care and Development

Good

Summary

There are effective procedures and strategies in place which ensure that staff have the knowledge and skills to offer a good quality service to the children in their care. Well-developed processes and systems ensure that safeguarding and the health and safety of the children is prioritised.

Our findings

There is a good range of appropriate health and safety procedures in place to ensure the well-being of children. All members of staff have completed first aid, food hygiene and safeguarding training. Our discussions with the responsible individual and staff confirm they have the experience and knowledge to deal with any safeguarding concerns. There is a child protection policy in place and the leaders are confident to evaluate any risks to children and to refer to the appropriate authority if needed. We saw evidence of robust recordings of all issues of concern. All accidents are well-recorded and give no cause for concern. Any injuries which occur outside of the service are also monitored carefully.

The Public Health Wales prevention and control of infection audit is used to monitor hygiene procedures. Rigorous records of all allergies are in place and parents update information as required. Staff clean all surfaces before children sit down to eat their meal. Children use commercial anti-bacterial, micro fibre cloths for drying hands. We asked the responsible individual to reconsider the use of these materials and to use paper towels as a precautionary measure. This is in response to a number of children having colds which are viral in origin rather than bacterial. This was put in place on the day of the inspection. There is a healthy menu which changes to meet children's likes and dislikes. Staff offer food which is new to some children such as hummus and exotic fruits. This is monitored and staff ask children for feedback before the food is offered again. Children have individual water bottles which they use as needed.

There is a behaviour management policy in place which staff follow to provide consistent care and guidance to children. All staff are experienced and have a good understanding of child development and how this impacts on children's behaviour. Staff act as positive role models and are respectful, courteous and kind to each other and to children. We heard staff promoting positive behaviour by giving children praise and encouragement. The service follows the practice of the school when monitoring standards of behaviour. This involves using an 'App' to record points awarded for positive behaviour, participation, turn taking, team work, listening and the development of independence skills. Parents are able to access this on-line and are pleased to have the information which is designed to motivate children.

Responsive and nurturing care is provided to the children from a staff team which values children's backgrounds and encourages them to express their individuality. Children are encouraged to develop curiosity about their own and other people's lives and beliefs and cultural events are celebrated as appropriate. These include Chinese New Year, Diwali, St David's Day and other themes which reflect the lives and experiences of children attending the club. Children are not expected to conform to gender stereotypes and all children are supported to make free and equal choices with regard to planning, play, learning and recreational activities.

3. Environment

Good

Summary

The service operates from a classroom within Ysgol Gynradd Gymraeg Tonyrefail which is attended by all children using the service. The premises are safe, attractive and well maintained and provide children with good opportunities for recreation and learning.

Our findings

Leaders are clear about their responsibilities to maintain a safe environment for children. We saw daily and weekly checklists which are used to monitor the safety of the building and any potential hazards. Risk assessments are in place and regularly updated and reviewed. The specific needs of individual children are considered when monitoring the risks within the building. Good attention is given to maintaining appropriate supervision levels of children and records showed that the ratio of staff to children usually exceeds the requirements of the National Minimum Standards. Staff take a register of children when they arrive and record the times of arrival and departure. All visitors sign in and out of the premises which ensures there are no unauthorised people on the site. Fire drills are carried out every month and are recorded. Additional information is needed to identify any hazards encountered and any learning which could contribute to improving fire safety.

The premises provide a rich environment for children to enjoy their play and learning. The room used by children is spacious and well planned. Children who arrive for after school care have access to additional age appropriate resources which are stored in a separate cupboard. There is a suitable number of accessible toilets and hand basins available for the children. This area would benefit from decoration and this forms part of the development plan of the service. There are also plans to convert a corridor into a small office which offers a practical solution to providing an appropriate working space for managers and staff on site. The school hall is available for use at specific times during the week and is used for active play and games. Children do not have access to the kitchen which is used by a specific member of staff who is responsible for menu planning, food preparation and clearing away. Staff use the Food and Nutrition Standards as a basis of healthy food planning.

The person in charge consults with children about the equipment purchased and children are happy with the variety of experiences and opportunities available to them. They have access to resources that promote curiosity including every-day natural and recyclable items. The service is committed to promoting sustainability and a rigorous eco-friendly ethos is in place. All the equipment is sturdy, of high quality and easily accessed and suitable for the age and stage of development of the children. The staff clean the premises each evening.

4. Leadership and Management

Good

Summary

Leaders and managers of the service are experienced and well qualified. They have a sense of purpose that promotes and sustains improvements and good outcomes for children. All the required policies and procedures are in place and the service complies with the relevant regulations.

Our findings

Leadership of the service is effective and the person in charge and the responsible individual implement the policies to ensure children receive a high quality, safe service. There is a statement of purpose which is updated regularly and provides an accurate picture of what the service offers. The service is registered with the Information Commissioner's Office (ICO) and all records are confidential and safe. The responsible individual maintains regular contact with the person in charge and operates between two separate services, providing support as needed. Regular development opportunities are provided to all staff who have undertaken the mandatory training required. Other development opportunities offered include autism awareness and managing challenging behaviour. Staff feel valued as employees and the company has high expectations of them to provide a constantly improving service. The team works together effectively and all staff understand their roles and responsibilities. The active offer of the Welsh language is in place and most staff are fluent Welsh speakers.

Parents are very satisfied with the quality of the service and value the consistency of staff and the flexibility which is offered to them. The process of staff recruitment is rigorous and records demonstrate the suitability of all staff. All the information relating to the individual needs of children is maintained on children's files and parents update this as needed. There is a development plan which outlines how the service will improve and the steps to take to ensure staff receive good support and regular training to carry out their role effectively. The responsible individual intends to arrange visits for her staff to view high achieving services in the vicinity as a means of developing further knowledge and expertise. There is a complaints policy in place, however, the service has received no complaints.

Staff receive regular one to one supervision sessions with the person in charge. The responsible individual carries out annual appraisals with the director of the company. There is an extensive wellbeing programme in place for the staff. This offers a range of development and support opportunities which are personalised to each individual. The responsible individual intends to develop a high functioning team which is equipped to provide a quality service to children. There are effective partnerships in place. Relationships between the service and the school are supportive and helpful.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement:

- To include additional information on fire drill records.

6. How we undertook this inspection

This was a scheduled unannounced inspection. One inspector visited the service for five hours on 21 January 2020:

- We spoke to a number of children during the sessions, three parents, four members of staff, the acting person in charge, the responsible individual and the director of the company
- we used the information held by CIW, and we looked at a wide range of records. These included the statement of purpose, risk assessments, copies of policies and procedures which included safeguarding, behaviour management and accident records. We also looked at three staff files and three children's files
- we made a visual check of the premises
- we provided feedback to the responsible individual and director at the end of the inspection.

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 Full Day Care
Responsible Individual	Natalie Hughes
Person in charge	Courtney Thomas
Registered maximum number of places	16
Age range of children	3 - 11 years
Opening hours	Wraparound -12.30 –3.30pm Monday to Friday After school - 3.20 – 6.00pm Monday to Friday Holiday Club - Summer holidays 8:30am – 3.30pm
Operating Language of the service	Welsh
Date of previous Care Inspectorate Wales inspection	First inspection
Date of this inspection visit	21 January 2020
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?	<p>The service 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.</p> <p>Mae'r gwasanaeth yn darparu 'cynnig rhagweithiol' y Gymraeg. Mae'n darparu gwasanaeth sy'n rhagweld, yn nodi ac yn diwallu anghenion y bobl sy'n defnyddio'r gwasanaeth, neu allai ddefnyddio'r gwasanaeth, o ran y Gymraeg a'i diwylliant.</p>
Additional Information: None	

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