



Care and Social Services Inspectorate Wales

**Children and Families (Wales) Measure 2010
Child Minding and Day Care (Inspection and Information for Local
Authorities) (Wales) Regulations 2010
The Child Minding and Day Care (Wales) Regulations 2010**

Inspection Report

Playworks Bryn Derwen

**The Guide Hall
Bryn Derwen
Radyr
Cardiff
CF15 8RP**

**Type of Inspection – Baseline
Date of inspection – Tuesday, 10 November 2015
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Summary

About the service

Playworks Childcare Limited is registered to care for a maximum of 24 children under 8 years of age Playworks Bryn Derwen. They also care for children over 8 years of age. The club has been registered since October 2004. The club operates from the Guide Hall in Radyr. The service offers after school care for the children of Bryn Deri Primary School. It also offers wrap-around care, although this element of the service is not currently operation due to low demand. The Responsible Individual's (RI's) on behalf of the limited company are Katherine Watkins and Sarah Gardner and the Person in Charge on a day to day basis is Helene French-Horan. The service operates through the medium of English.

What type of inspection was carried out?

We (CSSIW) visited the setting on an unannounced basis within our normal inspection schedule. We conducted a baseline inspection which covered all four quality themes.

To inform our report we considered the following:

- a review of information held by CSSIW about the service, including previous inspection reports
- discussions with the PIC, staff and children
- observations of activities and care practices
- examination of some policies, procedures and records.

What does the service do well?

No significant areas of good practice were identified that were over and above practice determined by the National Minimum Standards for Regulated Child Care 2012 (NMS).

What has improved since the last inspection?

The service achieved the Gold Standard Healthy Snack Award in June 2015.

What needs to be done to improve the service?

There are no issues of regulatory non-compliance to report.

The following recommendations were made:

- the way in which snack time is organised should be reviewed so that it is a calm and sociable occasion for children
- the club's eSafety policy should be followed to ensure that the films and computer games provided at the club are age appropriate
- the service's Quality of Care review should be completed as a matter of urgency as it is overdue
- it would be beneficial to create a separate Uncollected Child policy, separate from the Arrival and Collection policy, so that the procedure for this specific scenario is clear for staff.

Quality Of Life

Overall, we found that children were secure, happy and comfortable with their carers and in their environment.

Children are active, positively occupied and stimulated at the service because they have a good range of experiences, including freely-chosen, unstructured and self-directed play. Recorded activity planning is in place. The Person in Charge told us that staff plan a focused activity for each day, often based around a theme and intended to meet children's interests and prior requests. A further unplanned selection of activities are then set up by staff on the day, taking in to consideration the children attending and their likes and dislikes. The children are then able to request additional activities when they arrive. The Person in Charge told us that the club is keen to promote children's choice, particularly as they have already had a long day in school. The planned, adult led activity during the inspection was a craft activity for Children in Need. Other activities available included a selection of books, small world tanks and navy ships, puzzles, board games, dolls and a table-football table. We saw that all children engaged happily in activities of their choosing with little need for adult intervention. After snack was packed away, the children were also able to play on an X-Box. Free crafting resources were also set out.

Children's development is promoted through healthy food and drinks. We saw a certificate that demonstrated that the club had achieved that Gold Standard Healthy Snack Award in June 2015. We saw the children help themselves to a buffet-style selection of toast, cheese cubes, sliced meats, cucumber slices, grapes, apple slices and pastry sticks. When they had finished their food, the children were able to go back for second helpings if they wished. Children mostly benefit from good health and hygiene practices. Children were asked to wash their hands before snack time. We also saw that utensils are available for children to choose their snack with rather than using their hands. However, staff did not supervise this to encourage the children to follow good hygiene procedures and we saw that many of the serving utensils became mixed up between meat and non-meat options. This should be addressed.

Children do not always receive relaxed care in a calm environment. This is because the way in which elements of the service are planned make it unnecessarily challenging for staff to effectively manage behaviour. When children arrived at the service, snack was served initially. As soon as the children sat for snack, a DVD was played on a small television. This meant that the children chose to turn their chairs away from their tables in order to see the television. Good table manners were not encouraged and snack was not a sociable occasion. Children were excited and noisy at this time. Staff were competing with the noise of the television as well as the children in order to try to manage the activities. We discussed this with the Person in Charge and recommended that the way in which snack time is managed be reviewed to reduce any escalating behaviour and create a calmer environment for the children to enjoy. The Person in Charge told us that she was new to the service and that in the short time she had been there, the way in which snack time is conducted was something she had also highlighted as requiring reviewing and that this would be done very shortly.

Quality Of Staffing

Overall, we found that children benefit from motivated carers who want to make a positive difference to the children's experience.

Children receive responsive care from staff who are well engaged with the children in their care. We saw many examples during free play of staff supporting children appropriately in their play, moving between different children and activities effectively as the play developed. We observed staff to be well engaged with the children, asking questions to help develop their understanding and praising their efforts. Staff confirmed to us that the club has adopted a positive approach to behaviour management. Staff spoke knowledgeably about the children's interests and abilities. They also spoke warmly about the children and their career in child care. We saw the children were very comfortable in approaching the staff for help as needed, but were also confident to explore independently.

Children benefit from competent and confident carers who have an up to date knowledge of child development and child care practice. This is because the staff group is suitably qualified and their training is refreshed regularly. The Person in Charge confirmed to us that the club is staffed to ensure that the required proportion of the staff team are always suitably qualified.

Quality Of Leadership and Management

Overall, parents and children experience a reliable service.

Parents have all the information they need to make an informed choice about using the service. When parents visit the club they are provided with an information pack. This contains a copy of the club's Statement of Purpose for future reference. A copy of core policies was available on site for parents to see if they wished. We examined the service's policies and found them to be generally comprehensive, clear and reviewed on a regular basis. A small number of policies would benefit from some minor amendments and we gave these details to the Responsible Individual.

Children have their needs and preferences identified and parents know how these will be met. The setting had in place child record forms which recorded the information required by the regulations to ensure the setting had sufficient knowledge of the children to be able to meet their needs. These forms asked for likes and interests, any health needs, the languages within the home etc.

Children and parents benefit from a well run and planned service. We examined records and found them to be generally well maintained. Accident records were completed appropriately and signed by parents to acknowledge the entry. Registers of children's attendance held the required information and were completed throughout the session. Valid public liability insurance was in place for the service.

Parents and children using the service are involved in defining and measuring the quality of the service. However, this is not evident in the service's Quality of Care Report. The Responsible Individual told us that the club consults with parents, staff and children as to the quality of the service provided. However, we found no evidence of the results of this consultation and how the feedback will be used to inform improvements to the service in the Quality of Care Report. The Quality of Care Report was seen to have taken the form of an operational plan, describing the nature of the service, rather than an evaluation of the service over the previous 12 months, consultation with service users to gather their views and an action plan to improve the service over the next 12 months. The Responsible Individual told us that this year's review was currently underway. The resulting report should be amended accordingly.

We noted that age ratings on computer games were not being adhered to. We observed that computer games with an age rating of seven years were available to children under seven years of age. The club has an eSafety policy in place which states that "All computer games [and DVD's] provided by the club are age appropriate". However, this was not the case on the day of the inspection. It should be ensured that the films and computer games provided at the club are age appropriate.

Quality Of The Environment

Overall, children experience a light, airy and spacious environment which is suited to their needs. The club operates from the Guide Hall in Radyr.

Children's well-being is promoted by their play environment because there is a range of toys and equipment provided that meets their needs. We saw that have access to a variety of different types of resources, including craft, games, books and physical activity. Children also have quiet space available to them to meet their needs if they are tired and require rest after their day in school.

Children find it easy to do things for themselves or with minimum support because of the layout of the space available to children. Toilets are located close to the play space of the after school club which means that children are able to access them independently when they want. The children are familiar with the Guide Hall environment and we observed the children be confident to explore and use the space as they wished to develop their play.

Children's safety is promoted within the setting because the facilities are well maintained. We examined the risk assessments in place at the service. They appeared to be comprehensive and the records demonstrated they were reviewed on a regular basis. We also saw that risk assessments were in place for activities that were undertaken. We found that children were secure at the service because access is restricted; parents had to ring a door bell and be let in by staff when they came to collect their children.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.