



Childcare Inspection Report on

Hendredenny Playclub

**Hendredenny Park Primary School
White Cross Lane
Hendredenny Estate
Caerphilly
CF83 2RL**



Date Inspection Completed

06/08/2019

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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

Hendredenny Playclub is one of four playclubs operated by the Registered Person (RP), Charlotte Harvey, in the Caerphilly County Borough area. It operates from the nursery unit in Hendredenny Park Primary School, Caerphilly. It is registered to provide care for up to 32 children aged between three and 12 years. The RP has appointed a Person in Charge (PIC) of the day to day operation of the playclub and a second PIC to operate the holiday club. The holiday club operates Monday to Thursday 8:30am to 4:00pm for nine weeks during identified school holidays and during term time from 12:00pm until 18:00pm Monday to Friday. The extended lunchtime provision, (the wraparound), and playgroup which follows, provides care for up to 24 children aged three to four years who have attended the school nursery provision in the morning. From 3:15pm the service provides after school care for up to 32 children aged two to twelve years. English is the operating language of the service.

Summary

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

1. Overall assessment

Children's well-being is promoted at the service and they feel secure, happy and have good opportunities to play and learn. The staff group is small and there have been recent staff changes. As a result, some staff caring for children are still undergoing induction. However, the PIC is very experienced and motivated to ensure all staff receive the appropriate support and training so that they are confident in their roles. The club has use of the school facilities and these are maintained to a good standard by Caerphilly Council.

2. Improvements

The service has extended the care it provides to children by developing a holiday club that operates nine weeks of the year during school holidays.

3. Requirements and recommendations

There were no non-compliance issues identified at this inspection.

We made some recommendations to help develop the service. These are discussed in the body of the report and highlighted in further detail in section five.

1. Well-being

Good

Summary

Children's well-being is at the centre of the service. They are encouraged to have a voice and make their own choices. They clearly enjoy their play and value the friendships they make there. Children feel safe and so are able to grow in confidence, and practice and develop their independence and social skills.

Our findings

Children express themselves and can make choices and do things for themselves effectively. For example, children attending the holiday club make decisions about where they play, inside or outside, and share their views with staff appropriately. Evaluations of activities are undertaken and children give feedback which helps shape the development of the service, how they play and what resources they would like at the club. For example, we were told that mind mapping is used to gather children's thoughts and during one session older children had expressed that they would like a quiz night in the after school club and this was acted upon.

Children were very settled and happy to attend the service. Children we spoke to were positive about their experiences and said they liked the staff. Children were confident to speak with us about their play and explain some rules. For example, one child building and playing with a fort with their friends, told us that adults were not allowed to touch or disturb the structure, and we saw that this was respected by staff.

Children behave very well and are learning new social skills. Younger and older children play happily alongside each other, share resources and join in with group activities well. A majority of children have the opportunity to develop strong friendships as they know one another from the school setting. Others, at the holiday club, were seen to make friends quickly and feel secure and comfortable with staff. Children followed instructions very well and were polite and helpful. One parent we spoke to explained that their child had become much more confident and had developed their social skills since attending the service.

Children engage well and show good interest in their play choices. We saw that children really enjoyed painting images of spider man onto pebbles and concentrated until they had completed their task successfully. Other children chose to play with play dough modelling or sit with staff and relax whilst listening to a story. Children were happy and lots of laughter, smiles and positive interactions were seen, particularly during a parachute activity within the hall. This was especially well received as older children were able to take the lead and instruct the group regarding the rules in how to play certain parachute games. All of the children also chose to participate in and enjoyed a yoga session.

Nearly all children are becoming increasingly independent in line with their age and stage of development. Most develop a good range of self-help skills and explore the environment freely. Most children show an appropriate level of independence at mealtimes and use the toilet facilities with little adult assistance. Children in the holiday club access their belongings and water bottles with ease and complete tasks independently.

2. Care and Development

Good

Summary

Whilst some staff were new to the scheme and were still undergoing either induction or in their probationary period, they presented as a cohesive team and were able to care for the children safely and responsively. Staff were appropriately qualified and had built warm relationships with children within the short period of time the holiday club element of the service had been operating.

Our findings

There are policies and procedures that support staff to provide a good level of care and keep children safe and healthy. Records are maintained so that staff know children's dietary and health needs. There are clear procedures to manage accidents, incidents, pre-existing injuries and administration of medication although medication forms did not record staff names or witness, however this was rectified soon after inspection. A suitable ratio of staff with a paediatric first aid qualification was maintained. A child protection policy is in place that sets out the procedure to follow when practitioners identify a safeguarding concern. The RP reviewed this soon after inspection and ensured information referencing 'Prevent' which is a government strategy to reduce and respond to children at risk of radicalisation and extremism could be easily accessed by staff. Although the PIC was very informed and had a clear understanding of child protection procedures and staff knew most of the safeguarding procedures, there were gaps in some staff's knowledge and further training and support is needed in this specific area. Fire drills are completed with staff and children at regular intervals and whilst these procedures had been discussed with the holiday scheme staff and children, a drill had not been completed with them specifically. However, soon after the inspection evidence was sent to us demonstrating that these had been undertaken promptly. This would have been beneficial as some children were new to the scheme and there were new members of staff present.

There are effective arrangements to help children learn about living a healthy lifestyle. For example, staff encourage all children to take part in beneficial activities such as healthy eating and physical outdoor exercise. Water is readily available throughout the day for children to drink. Staff are very thorough and consistent about hygiene procedures and practices, such as making sure that children's hands are clean before they eat and after using the toilet.

The setting's behaviour management policy sets realistic and clear boundaries for children, and staff manage behaviour kindly and consistently. Staff promote good behaviour and support children to learn to co-operate with each other skilfully. For example, they give children lots of praise and encouragement and use gentle reminders to encourage children to share and take turns. We heard staff reminding children "Kind hands. Kind feet. Kind

words.” As a result children’s behaviour was good and throughout the inspection there was a calm and caring atmosphere. We discussed the ‘Time Out’ policy with the PIC who explained it was rarely used and it was agreed that this policy needed to be reviewed.

Staff respond to children’s individual needs successfully in a timely manner. For example, when children wanted to be quiet and relax, staff settled children into a quiet corner and read a story to them. When children were thirsty they gently reminded them where their water bottles were.

3. Environment

Good

Summary

The environment is clean, bright and maintained to a good standard. Toys and resources are well looked after and suitable for the age range of children that attend the club. Care is taken to maintain safety in order to ensure the well-being of children. The setting benefits from a stimulating outside play area and spacious hall inside. As it is all on the ground floor children have easy access to outside play and toileting facilities which help promote their independence.

Our findings

Access to the building is via a secure entry system and there is a suitable system to record visitors to the setting. As the service operates from Hendredenny Park Primary School, all maintenance is undertaken by the school. Due to this we were unable to view at inspection some safety certificates for electricity and gas checks. There are effective procedures to ensure that children leave with a recognised parent or carer at the end of the session. Leaders ensure that the environment is clean, safe and hygienic. Staff carry out required safety checks for the play areas regularly, including an appropriate daily safety check of the environment and are able to identify and deal with emerging risks and hazards. During the inspection the PIC identified that a risk assessment of the fencing running along one side of the play area, should be updated. When window cleaners needed to wash windows as arranged by the school, the PIC ensured all children were inside and that doors were secured before the cleaning was initiated.

The premises are welcoming and create a comfortable environment for children. Rooms are light and spacious with displays of children's artwork. Leaders provide a good range of appropriate resources. Children can free flow into the outside play area, which is well organised and stimulating. It includes balancing equipment and water play that children played with enthusiastically. Outside, children also benefit from a covered area and we saw them accessing outdoor play even during rainy periods. Base rooms are spacious with suitably sized tables and chairs, areas for children to relax and easy access to a variety of continuous play provision. Children also have supervised access to the hall area where we saw parachute games and yoga taking place during the inspection.

Leaders organise and resource rooms to promote children's independence effectively. For example, there is easy access to toileting facilities. Resources are of good quality and quantity and include a wide range of sustainable materials. The setting provides suitable resources to promote cultural awareness. Welsh is promoted with games such as lotto and snap cards in Welsh and, we were told that welsh singing and dancing was also undertaken.

4. Leadership and Management

Adequate

Summary

The RP has regular contact with the service and there is a clear management structure in place to ensure the service operates effectively. Policies and procedures are in place and daily records are maintained to a good standard. Some elements such as supervision and support of staff managing and operating the holiday club and the reviewing of some policies needs to be strengthened.

Our findings

There are systems in place to support the effective operation of the service but some of these need to be strengthened. There is a statement of purpose in place but this had incorrect information regarding the PIC who should always be supernumerary at this service due to the numbers of children it is registered to care for. This was corrected immediately. There are policies and procedures in place to guide staff and ensure the service operates smoothly and safely. Team meetings are held regularly each term and the PIC gathered staff together for discussions before each session to support information sharing and promotion of good working practices. The staff team for the holiday club consisted of a number of relatively new staff and a PIC who normally supports another play club service owned by the RP. Induction into their roles/responsibilities and holiday club environment needs to be strengthened and planned more in advance so that all staff are fully supported. Contracts were completed thoroughly and children's registers recorded the children's times of arrival and departure.

The RP has a system to consult with parents, staff and children in order to plan for improvements. An annual review had recently been undertaken and questionnaires requesting feedback from parents, staff and children had been sent out to inform this process. No complaints had been received by the service but a log to record any future concerns or complaints was in place. Accident and incident forms were completed well and an effective way of evaluating this information is in place.

Staff are supported well by the PIC and good child care practice is encouraged. However, the formal supervision and appraisal of staff needs to be consistent. Staff reported that they enjoyed their jobs and felt that they had good access to managers. We looked at staff files and found that safety checks and suitable recruitment procedures were undertaken and all staff had Disclosure and Barring Safety checks in place. It was explained that there are staff, such as the PIC present during inspection, who cover annual leave, sickness and emergency cover so that agency staff are not required.

Leaders and staff understand the importance of building effective working relationships in order to provide a good service to children and their families. Parents we spoke to expressed a high level of satisfaction with the service. Parents stated they were happy with communication with staff and that they felt their children were safe, happy and developing well at the club. We saw good communication between staff and parents when collecting their children. Good relationships are also maintained with the school and health professionals in order to support children.

Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Gas and electrical safety certificates need to be available at inspection;
- Review 'Time Out' policy;
- Ensure supervision completed more consistently and
- Ensure all staff have appropriate induction into service or new responsibilities/roles;

5. How we undertook this inspection

This was a scheduled full inspection. One inspector undertook an unannounced visit to the service for and the inspection took place over two days. We gathered information through the following methodologies;

- we spoke to a number of children during the sessions, one parent, five members of staff including the person in charge;
- we used the information already held by CIW and we looked at a wide range of records. These included the statement of purpose, risk assessments, copies of policies including safeguarding and accident/incident records. We also looked at five staff files and documentation regarding three children;
- we made a visual check of the premises and
- we provided feedback to the PIC (as the RP was unavailable) at the end of the inspection on the second day.

Further information about what we do can be found on our website:

www.careinspectorate.wales

6. About the service

Type of care provided	Children's Day Care Full Day Care
Registered Person	Charlotte Harvey
Person in charge	Emily Wallace Adele Goddard
Registered maximum number of places	32
Age range of children	3 – 12 years
Opening hours	Holiday Club; 8.30am – 4pm Monday – Thursday 9 weeks each year 12pm – 6pm Monday to Friday Term Time.
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	14 February 2017
Dates of these inspection visits	07 August 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' in relation to the Welsh language. We recommend that the service provider considers Welsh Government's 'More Than Just Words follow up strategic guidance for Welsh language in social care.'
Additional Information: Service has undertaken training "Road to Bilingualism".	

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