



Childcare Inspection Report on

Clwb Caredig

**Ysgol Nantgaredig School
Station Road
Nantgaredig
SA32 7LG**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

15/08/2019

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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

Clwb Caredig was registered in November 2008 to provide out of school care for up to 45 children aged four to 13 years old. The service operates from Ysgol Nantgaredig School in Camarthenshire. They open 3:30pm until 6pm Monday to Friday during term time and offer a holiday club between the hours of 8:30am and 6pm during school holidays. The responsible individual is Antonia Jones. The person in charge is Heulwen Lloyd. Care is provided through the medium of Welsh.

Summary

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

1. Overall assessment

Children are happy at Clwb Caredig. They have play opportunities and they are engaged and interested in their play. Staff are motivated and enthusiastic and support children well to develop their play and some independence skills. Leaders provide a suitable resourced indoor and outdoor environment for the children. A number of issues that need to be addressed to ensure that all regulatory requirements are met were rectified quickly following the inspection visit.

2. Improvements

None.

3. Requirements and recommendations

We notified the responsible individual of the following non-compliance and that improvements are needed in relation to:

- Employment of staff: Not all staff receive regular supervision and appraisal;
- Suitability of workers: There was not full and satisfactory information or documentation available in relation to staff and
- Health needs of children: staff members present on the day of the visit did not hold a valid first aid qualification.

We have not issued a non-compliance notice on this occasion as the person in charge and responsible individual are eager to implement improvements and changes. There was no significant impact or risk to children. We expect the responsible individual to take action to rectify this and it will be followed up at the next inspection.

We made some recommendations and these can be found in greater detail at the back of the report.

1. Well-being

Good

Summary

Children are busy and actively occupied in activities on offer at Clwb Caredig. Children decide for themselves which activities they want to participate in. They feel happy and safe in a familiar environment. Children interact well and the service promotes and supports children to socialise and communicate.

Our findings

Children make good choices and decisions about what they want to do and self-direct their play confidently. They helped themselves to a choice of games and activities available to them. Children chose to sit wherever they wanted at snack times and some moved so they could sit next to their friends. We heard one child tell another, “Eistedd ar bwys fi.” (*Sit next to me.*) Children chose their activities with confidence as they entered the outdoor area. Some children chose to play with the mud kitchen, whilst other played football, accessed the woodland area as well as play hide and seek.

During the visit, the children took part in a cooking activity, confidently stated which flavour ice cream they wanted, co-operated well and took turns. During the afternoon, they freely chose whether they wanted to participate in an activity and whether to play inside or outdoors. A basic choice of snack foods was available to the children. Children were offered biscuits along with milk or water to drink during the morning snack. Children confidently stated if they wanted snack or not and this was acknowledged by staff members. During snack time, children were handed their drinks and snack. During lunch time, we saw children access their lunch bags independently as well as place their rubbish in the bin.

The leader told us that children were consulted upon regarding their thoughts on the sessions and activities, and we saw photos evidencing mind maps the children had contributed to.

Children happily and voluntarily chatted with staff and other children in a relaxed and comfortable manner. They were pleased when they were praised for their efforts by staff. For example, children were told, “Well done” as they successfully kicked the ball during outdoor play. Some children had been attending the holiday club for many years and they were used to the staff and familiar with routines. Children felt happy and safe in an environment they were familiar with. Children felt valued as their preferences and needs were recognised and considered by staff and they were encouraged and supported to take part in the games and activities available. Children we spoke with all said they enjoyed attending the service, playing games and taking part in different activities. One child told us,

“Mae e’n lot o hwyl. Ni’n cael chwarae gyda ffrindiau a rwy’n hoffi gwneud hufen-iâ.” (*It’s a lot of fun. We get to play with our friends and I enjoy making ice cream.*)

During the visit, children were smiling and generally had a lot of fun as they took in part in various activities including cooking, football, sand play as well as playing games. One child confidently asked a member of staff for help as they measured the ingredients for the cooking activity. Children were evidently familiar with staff members. During the afternoon, one child held a staff member’s hand and told her, “Fi wedi misso ti.” (*I’ve missed you.*)

Children washed their hands and used the toilet facilities independently. The children confidently moved from the snack area to the main play area, independently choosing what they wanted to play.

2. Care and Development

Good

Summary

Staff have good positive relationships with the children in their care. They are responsive to the needs of the children and support them to participate in the play of their choice and promote their independence skills to some extent.

Our findings

Staff promote healthy lifestyle for the children. Most safety measures and procedures are met. We found that all accident records had been completed by staff and signed by parents. However, on the day of the visit staff members did not hold a valid first aid certificate. The leader confirmed that two staff members had completed online first aid training as a temporary measure following the visit and the leader had also arranged further practical training. Staff were effective in responding to children who fell during the visit and were seen, responding correctly to children's minor injuries. We viewed the first aid kit and found all items were valid. We viewed completed medication forms and found the time of the last dose was not recorded.

Staff practiced good hygiene procedures, sanitising the tables before and after snack and lunch time. Staff wore disposable gloves and an apron as they prepared and distributed snack as well as during the cooking activity. Staff did not always actively promote children's independence during snack time as they poured drinks for them and handed them their choice of biscuit, however during a cooking activity staff promoted children's independence by allowing them opportunities to wear their own aprons, measure ingredients as well as mix the ingredients in a bowl.

Staff told us they ensured outdoor play every day. During the inspection, staff took part in the children's play outdoors, modelling how to play 'hide and seek' and support children to count to 20. Staff encouraged children to wash their hands before eating and after using the toilet. Children brought a packed lunch to the club and we found that these were stored on the table and not in a refrigerator. We saw some children eat dairy products during lunch. We did not see ice packs stored in children's lunch bags. The leader informed us that parents had been made aware of this.

Most staff had good awareness of safeguarding procedures and responded confidently to given scenarios and were aware of the Prevent Duty. The leader confirmed that online training for The Prevent Duty had been completed by some staff members following the visit. Some staff have a current safeguarding qualification and the leader informed us that other staff members would be completing training in September 2019.

Staff provided positive and caring interactions with children. Staff had good relationships with the children laughing and joking as they chatted indoors. Staff praised children for completing their activity "Well done!" A staff member gently reminded children to play safely with the ball outdoors and we heard staff remind children to sit tidily at the table and to walk indoors.

Staff are supportive and enthusiastic in promoting children's play and individual needs. Staff ensured children had access to a good range of toys, games and resources indoors and outdoors. Staff offered to play with children who were sat alone and also chatted to children on the picnic bench outdoors. Staff told us that they planned activities together before the holiday club commences, but they were flexible in changing the plan dependant on which children were in and the weather.

3. Environment

Good

Summary

The service operates from the school hall, and leaders are able to use the playground. Leaders ensure the environment is mostly safe, clean, well-maintained and suitable for the age range of the children. Children have access to a well-resourced indoor and outdoor area.

Our findings

Leaders ensure the safety of the environment well. Leaders ensured the main entrance was locked and visitors were allowed in by staff. We were asked to sign in the visitors' book. Staff signed all children in to the service on their arrival and parents were required to sign their children out upon collection.

Fire drills had been carried out during the school term on a regular basis. However, there was no record of a fire drill during the running of the holiday club. Cleaning equipment were stored safely and out of the reach of children. Public liability insurance was valid and current. Risk assessments had been carried out on most areas as well as visits. However, there were no risk assessments in place for the outdoor area and for activities such as cooking. We were provided with updated risk assessments following the visit. The heating safety check certificate was not available to view during the visit, however we were forwarded a copy following the visit.

The service have access to the school hall and a large outside area. The layout promotes children's independence and is maintained at a good standard. Leaders make good use of available space for the children to play, eat and rest. They provide an appropriate area for snack time where all children were able to sit on appropriately sized tables and chairs for the age of the children. The service has good access to toilets and wash hand basins. Leaders ensure children have access to a wide range of resources indoors, within a large hall with appropriate tables for games and activities and a large space where children can move around. The outdoor area consisted of a large yard, a grassed area as well as a woodland area.

Leaders provide good quality equipment and resources available both indoors and outdoors are suitable for all ages. Resources were in good condition and included a range for all ages. There was table top games, dressing up clothes, small world play items including a pirate ship, craft materials including an easel for painting, a selection of Welsh and English books to name a few along with various balls and equipment for outdoor play.

4. Leadership and Management

Adequate

Summary

Leaders have created a positive ethos and have effective relationships with children and parents. They have recruited suitable staff to provide care and are beginning to manage staff. Leaders do not always ensure that record keeping is consistent and completed. Leaders have systems in place for self-evaluation. Policies and procedures are available at the service.

Our findings

Leadership is developing at the service. During the visit, the leaders were not compliant with all regulations and the national minimum standards. However, the leaders were pro-active in rectifying issues following the visit.

The statement of purpose was updated following the visit to truly reflect what is offered. Policies were available and made available for parents to view at the club. The safeguarding policy needed updating to include if an allegation was made against the leader and that Care Inspectorate Wales would be informed of any allegation. The leader forwarded an updated copy of the policy to CIW following the inspection visit. There was a separate policy in place for Preventing Extremism and Radicalisation. Leaders had reviewed policies in April 2019.

We viewed a sample of children's registration forms and found that not all forms included all the necessary information and permissions by parents, for example, some forms were missing permission for emergency medical treatment. Some siblings shared the same contract, information forms and permissions.

We looked at a sample of attendance records and found that the children's attendance was recorded clearly. Staff names were recorded in the daily diary. This did not show their hours of attendance and staff did not sign in and out.

Leaders have a system in place for evaluating the service and planning for improvement. We saw a detailed quality of care report for the current year. The review included feedback from parents, children and staff. The leader had acted upon children's ideas, for example children stated that they wanted to make ice cream and wanted a reading area. These suggestions had been implemented. Completed parent/carer feedback questionnaires received by Care Inspectorate Wales following the visit were very positive, "When asked, my children would rather go to clwb than stay in the house during holidays. Also, certain days out are rejected because children would rather go to clwb! They enjoy it so much."

Leaders do not always follow robust recruitment processes. We viewed staff files and found that the leader had not sought two references prior to staff commencing at the service and not all staff had

completed a medical declaration of health, had job descriptions in place, proof of identity or CV. The leader confirmed following the visit that all documentation was now in place for all staff members. During the visit, we found that this did not impact negatively on the children and that staff understand their roles. Staff told us they felt well supported by leaders and enjoy their roles. Leaders had not ensured that all staff had completed mandatory training. However, following the visit the leader forwarded evidence of training that staff members were undertaking in the coming months. We saw two records of supervisions for staff members, however there were no staff appraisal records. The leader informed us that a new committee had been established recently and supervisions were scheduled to take place in the coming weeks. Leaders told us that they have good relationships with the parents as well as the school.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

- **Regulation 28 Suitability of workers:**
Schedule 2, paragraph 2, section 34 (l) (ii) a full employment history, together with a satisfactory written explanation of any gaps in the person's employment. A full account of the employment history of staff was not seen in staff files.
This has been rectified following the most recent visit.
- **Regulation 16** as the Registered Person had not made suitable arrangements to establish and maintain a system for monitoring and improving the quality of care given to children which took into account the views of relevant parents/carers and children.
This non compliance has been met.
- **Regulation 29.3** as the Registered Person had not ensured that all employees who look after relevant children had received appropriate supervision and appraisal.
The leader has started on the process of conducting annual appraisals with some staff members. However, there was no evidence of regular supervisions.

5.2 Recommendations for improvement

We recommended that:

- staff further promote children's independence;
- at least one member of staff holds a valid first aid qualification for every 10 children attending at all times;
- leaders ensure all children have parental permission in place for emergency medical treatment as well as other general permissions;
- staff complete mandatory training including safeguarding, first aid and food hygiene;
- staff sign in and out with actual times of attendance and
- leaders update medication forms to include time of last dose.

6. How we undertook this inspection

This was a full unannounced inspection undertaken as part of our normal schedule of inspections. One inspector visited the service on the 15 August 2019 for a total of five hours. Feedback was given over the telephone on 16 August 2019.

We:

- inspected a sample of documentation and policies;
- observed practice and completed observations to capture evidence of children's engagement and the care being provided by staff;
- spoke to the children, staff and the person in charge;
- looked at the areas used by children and resources on the day of our inspection; and
- gave detailed feedback of what we found and what needed to be addressed.

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
Responsible Individual	Antonia Jones
Person in charge	Heulwen Lloyd
Registered maximum number of places	45
Age range of children	4-13 years old
Opening hours	3:30pm-6pm Monday to Friday during term time and 8:30am to 6pm Monday to Friday during school holidays
Operating Language of the service	Welsh
Date of previous Care Inspectorate Wales inspection	12 January 2016
Dates of this inspection visit	15 August 2019
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?	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:	

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