



# Childcare Inspection Report on

**Diddy Dragons**

**Ysgol Acrefair  
Tower View  
Acrefair  
LL14 3SH**



**Date Inspection Completed**

09/01/2020

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<b>Ratings</b>	<b>What the ratings mean</b>
<b>Excellent</b>	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
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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

Ysgol Acrefair After School Club is registered to care for 30 children under 12 years of age and operates from a building in the grounds of Ysgol Acrefair. The registered person is Rebecca Turner. The service is open Monday to Friday during term time from 15:15 – 17:30 and during school holidays according to demand. The language of the service is English, the service does not provide the Welsh Language 'Active Offer'.

## Summary

Theme	Rating
<a href="#"><u>Well-being</u></a>	Good
<a href="#"><u>Care and Development</u></a>	Adequate
<a href="#"><u>Environment</u></a>	Adequate
<a href="#"><u>Leadership and Management</u></a>	Adequate

### 1. Overall assessment

Children are confident communicators who are able to make choices and decisions about what affects them. They enjoy their play and learning and have opportunities for play and relaxation indoors however, opportunities for outdoor play are limited. Practitioners know the children well and demonstrate warmth and kindness towards them. Leaders organise the environment appropriately so that there are a satisfactory range of play opportunities. The environment is generally safe and secure and health and hygiene practices are adequate. The newly appointed leaders are demonstrating a commitment to providing a good quality service and are working to develop systems to support the service. Practitioners are supported well and there are close partnerships with parents.

### 2. Improvements

- The games room has been refurbished recently with areas of play created and resources provided. In addition, a pool table and football table have been provided for the games room;
- staff appraisals have been completed for all members of staff since the first visit;
- there is a fire evacuation plan in place and a form to record fire drills;
- the portable heater has been removed from the games room and the council visited on 28 January 2020 to consider the heating arrangements for the building. The visit also included consideration of the lack of hot water on the premises;

- practitioners now complete an activities log on a daily basis to provide evidence of the variety of activities available to the children.
- Following the inspection, the registered person provided written confirmation that staff files had been updated to include the relevant information. The files were viewed at the second visit and were complete.

### **3. Requirements and recommendations**

We have advised the person in charge that improvements are needed in relation to staff details (regulation 28), supervision and appraisal of staff (regulation 29), hot running water in washrooms (regulation 37).

Notices have not been issued on this occasion, as there was no immediate or significant impact for children using the service. We expect the registered person to take action to rectify these and they will be followed up at the next inspection.

To improve practices, recommendations were made in relation to risk assessments, temperature, quality of care, fire drills and updating policies.

# 1. Well-being

**Good**

## Summary

Children's well-being is promoted and they have opportunities to make choices and decisions about what affects them. They are familiar with routines and very settled. Children interact well with each other and practitioners. They have good opportunities for a range of play activities indoors, including physical play. Children are supported to think independently and to develop their learning skills.

## Our findings

Children are able to make appropriate choices and decisions. They could explore the indoor environment freely and choose from activities provided in each room. A number of children chose to play in the hall, which provides a large space for them to engage in physical activities, whilst one or two children relaxed lying on the large beanbags in the games room. Children are listened to and were confident to communicate with practitioners and each other. For example, two children asked for a mat to practice judo/karate and another child requested a box to make a mask. Each Friday, the planner is left free for children to make all of the choices about activities.

Children interacted well and cooperated with practitioners and other children. For example, when playing with the superhero toys, children of all ages played together and shared the figures and vehicles. Children managed a behavioural issue successfully without any input from practitioners. For example two children wanting to sit on the same chair became self-aware and used appropriate strategies to resolve a situation.

Children have many opportunities to develop their own play, there is a good balance between child, and adult led activities. Practitioners offer a craft activity each day in the games room, and children choosing a particular activity often lead this. Children were offered the opportunity to make pom poms, as this is a favourite amongst the children. Children were self-motivated, initiated their own play and positively occupied at all times. The superhero toys were also a favourite and children made their own games swapping some of the figures around to make other figures and utilizing the wooden blocks to create buildings for the figures.

Children experience age appropriate activities to promote their all-round development. A member of staff enhanced a child's interest in a sand timer by counting with them to find out how long the sand took to move from one end to the other. The child was encouraged to share this information with their carer when they were collected, letting them know how they had found out the length of time.

## 2. Care and Development

**Adequate**

### Summary

Practitioners are caring, and responsive to children's needs. They understand how to keep children safe and healthy. Risks are managed and some good hygiene practices are in place. Practitioners manage interactions using positive strategies. Activities, reflecting the children's interests, are provided to promote children's learning and development. Practitioners strive to meet children's individual needs. They all work within the school and know the children and their families well which helps to support children.

### Our findings

Practitioners supervised children well at all times, collecting the children from classrooms and handing them over to parents at the end of the session. Safeguarding procedures were discussed with three practitioners who were confident in their duty to pass the information to a senior member of the team or to the headteacher should a concern arise. With the exception of newly appointed staff, practitioners have completed safeguarding training. Practitioners complete fire drills but discussions implied drills are not practiced during times when it becomes darker earlier. Practitioners agreed they could not be confident in evacuating the premises safely when it is darker evenings and will consider this aspect of the drill.

Children's health is promoted in a number of ways. All areas used by children were clean and tables were wiped using anti-bacterial spray. Practitioners promoted good hygiene practices by encouraging the children to wash their hands before eating. However, no hot water is provided in the sink used by the children for handwashing, which could affect infection control. Practitioners do not wear gloves or protective clothes when preparing snacks creating a risk of contamination. Outdoor play is not a regular feature of the day. Practitioners and children told us they went outdoors to play in the spring and summer.

A nutritious snack was provided with water or diluted juice to drink. The planner shows some variety to the snacks provided and although fresh fruit was not included, the person in charge stated that fruit was available on a regular basis.

Practitioners promoted positive interactions and create a caring and relaxed atmosphere where children are supported to engage in activities. They made their expectations for standards of behaviour clear, for example, when children were running down the corridor playing a game of hide and seek, they were reminded in a quiet calm manner of the rule about running in the building.

Practitioners provided a good range of activities on the day of the inspection. However, there was no record of activities provided each day to demonstrate children are offered a variety each day

### **3. Environment**

**Adequate**

#### **Summary**

Leaders provide a secure environment and there are some written risk assessments, which support practitioners keeping children safe. The building provides different areas for play and is suitable for all ages of children. Outside space is available but it is not used throughout the year. The quality and variety of the resources are good and enable practitioners to promote children's all-round development.

#### **Our findings**

Leaders ensure the premises are generally safe and secure with no unauthorised access. For example, a record is kept of visitors to the services in the school's visitor book and in the after school club. Risk assessments have been completed, although no date was displayed to show when or whether they had been updated and they did not include all heating appliances. The rooms were warm, however, no thermometer was available to demonstrate rooms are kept at 18 degrees.

Leaders ensure that all children are cared for in an environment which is comfortable and suitably meets their needs. Furniture included long bean bags which were used by children to stretch out comfortably and watch television.

The premises are warm, with satisfactory heating in most areas. The areas used were suitable and included the hall, games room and middle room. All areas indoors were clean and tidy, warm, light, bright and child centred. They are accessible and adequately maintained.

The outdoor area was in darkness for most of the session and is not utilized during the winter months. However, the building includes a large hall, which allows children daily opportunities for physical play, organised or free play. We saw equipment available for outdoor play stored in the office.

## **4. Leadership and Management**

**Adequate**

### **Summary**

Leaders are newly appointed and are keen to ensure they comply with regulations. The process of reviewing the quality of care is in the initial stage. Practitioners are managed well and feel supported. Recruitment processes are not always robust. Practitioners have good links with parents, the school and the wider community.

### **Our findings**

Leaders ensure required records are kept. Personal detail forms were provided for each child and this included data protection permissions for photographs to be used. Accident and incident forms contained the required information and had been completed. The statement of purpose and policies are available, however these documents have no dates and it is therefore difficult to know when they were last reviewed and updated.

Leaders have some systems in place to review the quality of care annually. Parents had responded positively in questionnaires provided by the service. Some parents commented there is no doorbell to alert practitioners when they had arrived. The quality of care review does not include this information collected from parents, or the children or staff views.

However, an action plan was written during the autumn of 2019 and the document records what improvements are planned and when they should be completed.

At the first visit, staff details and relevant documents were lacking in all staff files. DBS, safeguarding and first aid information has since been included along with some information available in previously archived files for staff recruited from the school. Sufficient staff are available to meet the ratio and provide cover if necessary.

We spoke to practitioners who told us they felt supported by the management team and they had a voice. However, whilst files containing proformas for completing supervision and appraisals were available, none had been completed to date.

Leaders ensured parents had provided the information needed to make sure their children could be well cared for. For example, leaders had details of emergency contacts, allergies and signed consent forms for several reasons. Leaders provided parents with a handbook containing information relevant to the service and used social media to keep parents updated with events and some activities. Practitioners all work in the school and there are good links between the two services.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

**Regulation 28 (2) (b) [ii] of The Child Minding & Day Care (Wales) Regulations 2010 states** The registered person must ensure that all staff have full and satisfactory information or documentation available in staff files.

**Regulation 29 (3) (a) of The Child Minding & Day Care (Wales) Regulations 2010 states** The registered person must ensure that all staff receive regular supervision and an annual appraisal.

**Regulation 38 (1) (e) of The Child Minding & Day Care (Wales) Regulations 2010 states** The registered person must ensure by means of fire drills and practices at suitable intervals, that the persons working with relevant children, are aware of the procedure to be followed in case of fire;

**Regulation 37 (2) (a) of The Child Minding & Day Care (Wales) Regulations 2010** the registered person must make sure that the premises use by relevant children are adequately heated.

**Regulation 37 (4) (a) of The Child Minding & Day Care (Wales) Regulations 2010** the registered person must ensure that relevant children have access to hot water.

### **5.2 Recommendations for improvement**

#### **Leaders could consider;**

- Providing a risk assessment for the portable heater;
- providing the correct information for fire drills and practice a drill when it is dark;
- providing a thermometer to demonstrate the temperature is appropriate;

adding dates to policies and the statement of purpose to show when they have been reviewed and updated and

- including information obtained from parents, children and staff within the annual review of quality of care.

## 6. How we undertook this inspection

This inspection was undertaken as part of our normal schedule of inspections. One Inspector undertook an unannounced visit on 9 January 2020 from 15.10 – 18.05

- We: inspected a sample of records, documentation and policies and procedures, these included the statement of purpose;
- scrutinised staff files and information held on children;
- looked at the areas used by children and the resources used on the day;
- observed children and the care they received;
- spoke to children, persons in charge and practitioners, and
- provided feedback of our findings to the person in charge and via telephone to the registered person.

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

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## 7. About the service

Type of care provided	Childrens Day Care Out of School Care
Registered Person	Rebecca Turner
Person in charge	Emma Jones Amber Scandariato
Registered maximum number of places	30
Age range of children	3 to 12 years
Opening hours	Term time 3.15 to 5.30 Holidays are on demand, but exclude Christmas and 2 weeks of the summer holiday.
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	25 January 2017
Dates of this inspection visit	9 January 2020 3 February 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?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people/children who use, or intend to use their service. We recommend that the service provider considers the Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh language in social care'.
Additional Information:	

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