



## Childcare Inspection Report on

Clwb y Ddwylan

Ysgol y Ddwylan  
New Road  
Newcastle Emlyn  
SA38 9BA

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**



### **Date Inspection Completed**

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## **Description of the service**

Clwb y Ddwylan was registered in July 2012 to provide out of school care and operates from Ysgol y Ddwylan in Newcastle Emlyn. The club operates Monday to Friday between the hours of 3:30pm and 6pm during term time and 8am to 6pm during some of the school holidays. It can provide care for a maximum of 40 children aged four to 12 years. The responsible individual is Mererid Morgan and the person in charge is Sharon Thomas. Care is provided bilingually.

## **Summary**

### **1. Overall assessment**

This was a focused inspection to test compliance in relation to non-compliance highlighted at the previous inspection. These related to the leadership and management of the service.

Leaders have made some improvements to the service. However, we found that not all areas of non-compliance identified at the previous inspection had been actioned.

### **2. Improvements**

The provider had made some improvements to the service since the last inspection including:-

- ensuring that staff suitability documents are in place for staff working at the after school club;
- carrying out some staff appraisals;
- completing risk assessments and
- ensuring access to the premises is secure.

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

Although the service has made some improvements some aspects of the service remains non-compliant:

- employment of staff – not all staff had received supervisions;
- suitability of workers- not all of the relevant documentation was available to demonstrate that full suitability checks has been carried out on staff working in the holiday club; and
- staff changes- CIW had not been informed of staff changes.

Because these issues have been identified previously and are systemic in nature, the non-compliance remains open to ensure that they take action to address these matters. A notice has not been issued on this occasion, as there was no immediate negative impact on the children.

We also made some recommendations to the provider. These are detailed at the back of the report.

# **1. Well-being**

## **Summary**

This was a focused inspection that looked at aspects of leadership and management. We did not focus on all areas in relation to well-being on this occasion; we carried out a full inspection on 11 December 2017 and a focused inspection on 6 September 2018. This theme will be considered fully at future inspections.

However, during the inspection we did observe children's well-being and found that the children were happy and settled and had a warm relationship with staff. Children expressed themselves well and were confident. Children happily approached us chatting about their holidays and what they enjoyed doing whilst at club. We heard one child tell a member of staff, "Miss, I like club." Children interacted well with each other as they played with the building blocks and construction toys.

This theme will be considered in full during future inspections.

## **2. Care and Development**

### **Summary**

This was a focused inspection that looked at aspects of leadership and management. We did not focus on care and development on this occasion; we carried out a full inspection on 11 December 2017 and a focused inspection on 6 September 2018. This theme will be considered fully at future inspections.

We noted however that staff promote the children's health and safety. The person in charge told us that all staff had completed first aid training.

### **3. Environment**

#### **Summary**

This was a focused inspection that looked at aspects of leadership and management. We did not focus on the environment on this occasion; we carried out a full inspection on 11 December 2017 and a focused inspection on 6 September 2018. This theme will be considered fully at future inspections.

We did however note an improvement in security. Access to the club was secure during the visit. We had to ring a bell to gain access and were asked to sign in and out.

## **4. Leadership and Management**

### **Summary**

This was a focused inspection that looked at aspects of non-compliance within leadership and management. We did not focus on all areas on this occasion as we carried out a full inspection on 11 December 2017 and a focused inspection on 6 September 2018. This theme continues to be the area that requires most improvement. We identified continued non-compliance in relation to some of the issues highlighted at previous inspections. Whilst the risk to children and the impact on them is relatively small, these are systemic issues. This theme will be considered fully at future inspections.

### **Our findings**

Leaders do not run a service that is compliant with all of the regulations. Whilst the provider has made some improvements such as ensuring suitability documents are in place for staff working at the after school club; the same did not apply to all staff employed at the holiday club. Risk assessments were mostly in place for areas used as well as visits organised to the local swimming pool during the summer holidays. However, there was no risk assessment in place for cooking activities or gardening as scheduled on the timetable of activities. The person in charge compiled a risk assessment for cooking activities during the inspection visit.

We viewed policies, procedures and records and found that the statement of purpose was not fully in line with regulation and national minimum standards as its content was reflective of the after school club rather than the holiday club, for example it did not include the daily routine of the holiday club. It was also missing arrangements for dealing with any emergency, reviewing the statement of purpose and informing Care Inspectorate Wales of changes. We received a compliant statement of purpose before this report was issued.

The recruitment procedure still fails to meet regulatory requirements. This is despite the issue being highlighted in previous inspections. Two new staff members had been appointed to work at the holiday club and although they had Disclosure and Barring Service checks in place, they had started work without all of the required pre employment checks. Leaders have continued to take on new staff without following a safe and robust recruitment process. This is a systemic problem despite the issue of a non-compliance notice. CIW had not been notified of any of these changes

Staff members had attended appraisal meetings with the responsible individual and a record was available but there was no evidence of staff supervisions. The person in charge said that the provider was contactable by phone for support if help was needed and was supportive towards them.

Attendance registers reflected the children present in the holiday club and staff had recorded which staff had been caring for them. However, they had not consistently ensured that the children were



signed out when leaving and staff did not always sign in and out. Attendance records still cannot be relied upon in the event of an emergency or incidents as they are not always accurate. Recent fire drills carried out in July during the holiday club did not include the number of children and staff present as previously highlighted in inspections.

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

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

- General requirements of the responsible individual

The responsible individual was not providing the service with sufficient care because she had failed to ensure the service complied with regulations relating to the statement of purpose; risk assessments and suitability and management of staff.

During the last inspection, we found that the provider was not providing the service with sufficient care and as a result we issued a non-compliance notice. We found that the provider remains non-compliant with some of the issues raised, however some issues have been addressed, for example risk assessments.

### **5.2 Recommendations for improvement**

The following recommendation was made at the previous inspection and still requires consideration:

- staff to record the number of children and staff present during a fire drill.

We also recommended the provider:

- compiles risk assessments for activities taking place during the holiday club, for example gardening and
- ensures all staff and children are signed in and out on the daily register.

## **6. How we undertook this inspection**

This was an inspection to test compliance of the issues identified at previous recent inspections.

- The visit, undertaken by one inspector, took place over three hours and twenty minutes on 9 August 2019. During the visit;
- we made general observations of the interactions between the staff and the children attending the service and undertook observations;
- we spoke with the person in charge, children and staff members working for the service;
- we viewed some records/documents including: the attendance register, staff files, policies and procedures, the service's statement of purpose; and
- we performed a visual inspection of the premises.

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	Children's Day Care Out of School Care
Responsible Individual	Mererid Morgan
Person in charge	Sharon Thomas
Registered maximum number of places	40
Age range of children	4-12 years old
Opening hours	Monday to Friday 3:30pm to 6pm during term time and 8am to 6pm Monday to Friday during the school holidays
Operating Language of the service	Both
Date of previous Care Inspectorate Wales inspection	6 September 2018
Dates of this inspection visit	9 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 is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.
Additional Information:	

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