



# Childcare Inspection Report on

**The Vale Out of School Care**

**The Vale of Glamorgan Hotel  
Hensol Park  
Hensol  
Pontyclun  
CF72 8JY**



**Date Inspection Completed**

17/02/2020

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## **Description of the service**

The Vale of Glamorgan Hotel Limited was registered in 2002 to provide care for up to 100 children in their Vale Out of School Care service. It is based at The Vale of Glamorgan Hotel, Pontyclun. The service offers care for children aged four to 15 years of age. It provides two-hour activity sessions for children while their parents use the hotel gym facilities, along with after school and holiday care. The service operates overall hours from 8.00 until 19.00 five days a week and 9.00 to 13.00 on Saturdays and Sundays. In reality, children are usually under the age of 12 years and a maximum of 14 children attend any one session. Three Responsible Individuals (RIs) hold overall responsibility for how the service operates. A supernumerary manager and a person in charge manage the day to day running of the service. This is an English speaking service.

## **Summary**

### **1. Overall assessment**

Children are happy and well cared for and take part in stimulating activities, both indoors and outside. Children relate well with each other and the staff caring for them. The staff team is experienced and well qualified. They use their skills, knowledge and experience to plan for and effectively meet the children's individual needs. Children benefit from a warm, and well organised environment. There are good systems in place to manage the service and support the staff.

### **2. Improvements**

Recommendations made at the last inspection by CIW have been addressed. These were about storage of children's food provided by parents and an addition needed to the safeguarding policy and procedure had been included. Children's experiences are enhanced because staff have recently undertaken play work training, which places child-led play at the heart of their care at this service.

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

We made some recommendations to develop the service and improve outcomes for children. These included some minor revision to paperwork which are outlined at the end of this report.

# 1. Well-being

## Summary

Children's views are valued and they have appropriate opportunities to make choices and decisions within their play activities. Children are made to feel welcome and have formed good relationships with each other and the staff. They take part in play and tasks that build their confidence and self-esteem. Children enjoy a good range of activities both indoors and outside.

## Our findings

Children choose their activities and happily initiate games with their friends or with staff. We spoke to children who told us that their favourite activity is the crafts, making crispy cakes and sometimes choosing which video to watch. They were keen to show us what they had produced within the theme of 'planets' as well as a freely created picture. We saw two children engrossed in a small world activity, making up and acting out their own stories with the 'My Little Pony' toys. Another child enjoyed playing 'bingo' with two members of staff in a calm and conversational manner.

Children feel safe, happy and valued in the service. They told us that they had visited at first and then "*just came to stay*". They said they usually stay during school holiday times only and described what their parents do while they attend the service. One child told us their younger sibling stays in the adjacent nursery room and that they like to see them when they use the bathroom facilities during the day. Children were confident to ask staff for anything they might need, and they told us who they would talk to if they had a concern. We were told that outdoor play takes place most days in the activity club (Kids Camp) although current weather conditions prevented it during the inspection. A child told us they would like to go out more often, but understood the reasons for not going out during the inspection.

Children interact well in this service, and we saw them chatting and making up games either together or with staff. Some children know each other well, while others are relatively new to the service and all children were clearly comfortable and 'at home'. They independently took out activities they wanted and helped themselves to drinks they had brought as they needed, showing a level of independence appropriate to their age and stage of development.

## **2. Care and Development**

### **Summary**

Staff provide responsive care that meets children's individual needs. They carry out appropriate routines to promote safety and hygiene. The staff fully understand safeguarding issues, are able to identify children at risk and they have the confidence to follow appropriate procedures to ensure children's safety. They create a friendly and structured session where children are able to take part in play of their choice. Staff also have realistic expectations of children and treat them with warmth and respect.

### **Our findings**

The staff are clear about their roles and responsibilities in keeping children safe and they promote a safe and healthy environment. Staff maintain safeguarding training and are clear about their responsibilities to protect children within the service. There are appropriate policies and procedures in place to support and manage a safe child care service, including e-safety. Appropriate risk assessments are also in place for activities and the play space, including fire safety, to maintain a safe service. Fire drills are logged and monitored for any areas of improvement. However, we spoke to children about undertaking a fire drill and found that although most knew what action to take, children new to the service had not had an opportunity to practise a fire drill. We observed staff keeping a good over view of children at all times, taking action to support them as needed. There is an effective recording system in place for medication, accidents and pre-existing injuries.

Children's food is provided by their parents and they have access to their drinks at all times. The service provides care, which is child centred and meets children's individual needs in a cheerful and caring atmosphere. We saw no areas of tension between children who all received a high level of staff attention, while being able to take a lead in their own play. Staff are welcoming and happy to engage in activities led by children, such as board games. They prepare and plan for a variety of age-appropriate activities, offering some structure within the child-led play. There were few children attending at this inspection and the video 'Frozen' was playing throughout, which provided some back ground music until it was replaced by a collaborative Wii activity between children and staff. Staff understood that some children enjoyed more active outdoor games, although those attending during the inspection were clearly happy with the quieter, indoor table top activities such as drawing and board games, as well as making good use of the home corner and playing with dolls and small world activities.

Staff told us about the themed activities they plan, such as bingo and quiz nights, crazy crafts and some cooking in the after school sessions. Children told us they had enjoyed the dinosaur day provided earlier in the week. Children are kept appropriately occupied and we observed no tensions between them.

### **3. Environment**

#### **Summary**

The responsible individuals and staff ensure that children receive care in a safe, secure, stimulating and child friendly setting. Children have access to an appropriate selection of resources and experiences that enhance their play, learning and development, both indoors and outside. The environment enables children to play, relax and learn and take on some appropriate challenges safely, because practitioners minimise risks appropriately.

#### **Our findings**

The responsible individual and staff take a measured and recorded approach to ensuring the environment is safe. Child care is provided within a large hotel with a gym facility. Safety checks are carried out on a daily basis as well as planned maintenance checks. Any issues are recorded and dealt with appropriately. The first aid kit was easily accessible to all staff. Safety maintenance certificates, risk assessments, insurance and safety check certificates are all up to date. Records demonstrated that fire and evacuation drills are carried out on a regular basis. We noted that all areas were clean and free from hazards. The child care area is kept locked. Visitors are monitored and recorded either at the hotel or gym reception, or by the child care staff. However, this was not clear at the start of this inspection. The premises are well maintained and staff are responsible for keeping play spaces clean and tidy during each session, while the hotel's housekeeping staff carry out the main cleaning routines. Younger children use the age appropriate toilets in the adjacent nursery room, while staff and older children use the gym toilet facilities.

Children are cared for in an environment which supports an effective mix of child-led and adult-led activities. There is a good range of indoor play resources and activities such as Subbuteo and snooker tables, craft tables and a comfortable settee for television viewing and chatting, which help the children relax. There is appropriate storage for books, games, and toys, which children enjoy using and can easily access for themselves. The outside play area is also easily accessible just off the indoor play space. It is suitably fenced and has fake grass surfaces, climbing and play apparatus and a small play house. This area is shared with children attending the nursery. Some resources were seen in place ready for a planned planting activities to take place. There is also pre-arranged access to a large marquee tent close to the play space and use of a gym studio for some large group indoor activities. The manager told us that since their play work training they are planning more use of the hotel grounds for outdoor activities, such as den making. The Welsh language is not specifically supported in this service, although the manager told us she had recently completed a short course and hoped to introduce more Welsh in the near future.

### **4. Leadership and Management**

## Summary

This service is effectively run and organised, mostly meeting National Minimum Standards for Regulated Child Care (NMS) and relevant regulations. Good systems are in place to maintain records and support the well-qualified, experienced and competent staff. This is a service where practitioners reflect on their practice, take account of children's and parents' views and take action for improvement.

## Our findings

Leadership and management is generally effective at this service. There are appropriate monitoring systems and all who work within the service are clear about their roles and responsibilities. The service is registered with the Information Commissioner's Office (ICO) and staff are familiar with their responsibility in terms of data protection. However, we looked at the policies and procedures and found that some improvements are needed. The statement of purpose does not fully reflect NMS 1.2. Staff actions meet the behaviour policy and procedure, although it does not include a statement to say that CIW will be informed about any changes to it within 28 days. The safeguarding policy and procedure does not fully reflect documents noted in NMS 20.2. The complaint procedure does not clarify CIW's role in the event of receiving a complaint; when parents may use the local authority's complaints procedure or action to take in the event of a concurrent complaint. Older children do not have their own complaint procedure. The policy for action to take in the event of a lost child does not state that CIW will be informed once the situation has been resolved, in line with NMS 21.

Staff told us they feel well supported by all managers. There are regular, effective and recorded arrangements for individual supervision and appraisal for all staff. Staff are well qualified and most hold level three qualifications in child care, including play work. Staff files show that DBS (Disclosure and Barring Service) certificates and training are maintained. Staff told us that requests for additional training are responded to positively by higher management and proposed topics for future training include working with children with additional needs and autism and changes in the education curriculum.

Children and their families benefit from a good working relationship between this service and the adjacent separately registered nursery, which is also owned by The Vale of Glamorgan Hotel Ltd. The latest review of quality of care was submitted to CIW on request, and includes the intention to improve how they seek children's views about the service. Parents responded positively in their feedback questionnaires, with comments such as *"My child loves coming each day and I know this is a happy, safe and enjoyable environment"*; and a child commented *"I loved the unicorn and dragon week during summer camp"*. We spoke to a parent who said their child *"Loves it – I've only good things to say about it"*.

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

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

None

### **5.2 Recommendations for improvement**

We made the following recommendations:

- Amend the statement of purpose to fully reflect NMS 1.2 and include CIW's full contact details
- include a statement in the behaviour policy and procedure to say that CIW will be informed about any changes to it within 28 days
- ensure the safeguarding policy and procedure reflects all documents noted in NMS 20.2
- revise the complaints procedure to clarify CIW's role in the event of receiving a complaint; when parents may use the local authority's complaints procedure and action to take in the event of a concurrent complaint
- develop a complaints procedure that older children may use and
- include a statement in the policy for action to take in the event of a lost child to say that CIW will be informed once the situation has been resolved, in line with NMS 21 .



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

This inspection was unannounced and undertaken as part of our normal schedule of inspections. The inspector undertook one visit to the service of about five and a half hours. Feedback of our findings to the manager and the company's responsible individual took place at the end of the visit. There were three school children under the age of 12 years present during the session. Evidence for the report was gathered using the following methodology:

- We looked at the range of paperwork kept about the service, including policies and procedures, risk assessments, contracts, children's records, accident records and safety certificates;
- we observed the children interacting with the staff and choosing their activities;
- we spoke with the children; and
- we spoke with the manager, the responsible individual, staff and parents about the service.

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 Individuals	Carl Lester Joanna Church Stephen Leeke
Person in charge	Leah Griffiths Leighan Davies Leanne Ford Francesca Woodliffe Kirsty Waldron Claire Langley
Registered maximum number of places	100
Age range of children	Four to 15 years of age
Opening hours	08.00 – 19.00 five days a week; 9.00 – 13.00 Saturdays and Sundays
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	04 and 06 July 2017
Dates of this inspection visit	17 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 Welsh Government's ' <i>More Than Just Words follow on strategic guidance for Welsh language in social care</i> '.  
<p><b>Additional Information: this service is run alongside a separately registered nursery service which is owned by the same company with some shared facilities and recording systems. There are plans to combine the two services and adjust numbers of children attending to reflect the whole service appropriately.</b></p>	

Date Published 31/07/2020

No noncompliance records found in Open status.