Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Nifty Kids Out of School & Holiday Care Scheme

Cwm Talwg Community Centre
Plas Cleddau
Cwm Talwg
Barry
CF62 7FG



Date Inspection Completed

25/07/2023

About Nifty Kids Out of School & Holiday Care Scheme

Type of care provided	Children's Day Care Out of School Care
Registered Person	Nicola Varney
Registered places	40
Language of the service	English
Previous Care Inspectorate Wales inspection	11 October 2018
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

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Well-being	**Good**
Care and Development	**Good**
Environment	**Adequate**
Leadership and Management	**Good**

For further information on ratings, please see the end of this report

Summary

Children enjoy their time at Nifty Kids Out of School & Holiday Care Scheme. They have some opportunities to make choices and decisions about what affects them. Children's opinions and interests are highly valued and acted upon. They have developed positive relationships with staff. Children are fully engaged in their play and are supported to follow their own interests.

Staff work effectively to keep children safe and healthy. They have a clear understanding of safeguarding and follow good hygiene practices. Staff have developed very positive relationships and show genuine care and attention to the children. They support children's play and learning successfully.

People who run the setting ensure that the environment is safe, secure, and well maintained. They offer an indoor play space for social, creative, and physical development as well as regular access to the outdoors. Children can access a broad range of age-appropriate resources, toys, and equipment.

People who run the setting work effectively to develop their service. They carry out and review their quality of care. People who run the setting ensure that suitable staff work at the setting. However, they need to ensure that annual appraisals and formal supervisions are carried out. People who run the setting have developed good relationships with parents.

Well-being Good

Children are very confident communicators as their wants, moods and needs are fully considered. For instance, staff ask if the child minds if they join them and sit next to them for lunch. They express their needs and wants and receive an effective and meaningful response. For example, the children asked to go to the park in the afternoon and the staff ensured that this was included in the afternoon activities.
Children express enthusiasm and enjoyment. They are excited to share their experiences, with the people around them. For example, they were eager to show their ball kicking skills, and thoroughly enjoyed playing together on the bicycles and scooters. Children clearly have a strong sense of belonging, forming strong relationships with each other. They develop warm, positive bonds with staff. All children know and follow the routines of the day, coming readily when asked for group times or snack. This helps them develop a sense of belonging, confidence, and self-esteem. The children were very happy at the setting.

Interactions between children and adults are consistently stimulating and children co-operate enthusiastically. During snack and lunch, children have ample opportunities to socialise together, and the staff also join the children, further encouraging positive interactions. We saw children give spontaneous cuddles to staff or go to them for reassurance. Children show empathy and are very sensitive to the needs of others. For instance, a child said to another "*I believe in you, you can do it*" whilst on the playground equipment. The children often encouraged each other in such a positive manner, which was role-modelled by the staff. There is a friendly atmosphere in the setting and children are fully engaged and consistently show respect for property and people.

Children enjoy a good range of interesting opportunities indoors and have freedom to safely explore their environment. They can move freely between the indoor activity stations, which have been carefully set up, and there were some opportunities where children could also move freely between the indoors and outdoors. Children are self-motivated to initiate their own play and to influence their tasks and activities but also benefit from the role modelling from the staff too. For example, all the children used their imagination and role played together, where they created a problem that needed to be solved, which had been modelled by the staff earlier that morning.

Children take part in activities resulting in a great feeling of achievement and high self-esteem. For instance, a child confidently spoke of their footballing skills and showed everyone their talent. All the children and staff genuinely praised the effort. They experience simple open and closed questions and are enthusiastic to show or talk about what they have been doing. Children have good opportunities to develop their independence skills enabling them to do things for themselves successfully.

Care and Development Good

Staff understand and implement suitable policies, promoting healthy lifestyles, physical activities, personal safety, and well-being. They identify and manage risks, and they regularly remind children about keeping safe. For example, staff reminded the children of the rules and expectations before leaving for the park. Staff observe children carefully in their play. For example, staff supervise children on the playground equipment, allowing them freedom to climb and swing but offering support if needed. Staff implement robust cleaning and good hygiene practices. They also promote good hygiene practices with the children. Staff have a very good understanding of their responsibilities to protect children and confidently answered what they would do if there was a child protection concern. There are suitable systems in place to manage and record accidents, incidents, and the administration of medication. Staff had fully completed all records seen and consistently ensured they and parents signed them. Where parent authorisation has been given, staff ensure that all children are protected whilst in the sun by providing sun hats and cream.

Staff interact with children in a calm, kind, caring and positive way. All staff consistently implement positive behaviour management strategies. We heard lots of appropriate praise and the staff reminded children about the behaviour they wanted to see. For instance, staff questioned the children on why they should follow the rules whilst in the park; *“Can you tell me why it is important that I can always see you?”* They build very positive relationships with children and offer encouragement. Staff know the children well. They are respectful in the way they speak to children and each other, making them very good role models.

Staff successfully meet the needs of all children. They support children well to learn and develop through their interactions and the activities they provide. For example, staff encouraged the children to participate in number games whilst outdoors. They engage effectively with children in both group activities and games, and during their chosen play activities. They also assess children’s engagement with activities and change resources according to age and interests. Staff use some basic Welsh phrases during group activities and wish to further develop their Welsh by attending relevant courses. Staff feel confident to speak to parents regarding any additional needs.

Environment — Adequate

People who run the setting and staff ensure that the premises provides a secure environment for play and learning. They maintain the environment appropriately and ensure that children have good space indoors to move around. The environment is secure and well maintained indoors and outdoors. Access to and from the setting is secure and there are thorough safety measures in place. They have appropriate risk assessments in place, which cover a range of areas including fire, specific outings, and activities undertaken in the setting. However, not all were dated to show when last reviewed and there were no risk assessments for specific areas of the setting. Since the inspection visit, the people who run the setting have reviewed and updated their risk assessments. Records show that staff conduct suitable fire drills with the children regularly. Health, safety, and infection control are managed effectively, with written evidence of all checks and cleaning in place.

The setting offers good play space for the age ranges indoors. There are areas for social, language, creative and physical play, including an area to rest and relax. People who run the setting and staff ensure children can access the outdoor space regularly. It includes an undercover area to promote all-weather learning and play. Some resources are stored in sheds and there is a basic variety of resources on display. However, this was not as developed as the indoors. Indoors, resources are presented at low level, allowing children to choose what they want to play with. Children use child sized chairs, tables and furniture which promotes independence. Children can access toilet and wash hand basins appropriately and there is a nappy changing area which provides privacy.

People who run the setting offer age-appropriate equipment and resources. Indoor resources, furniture and equipment are of a good standard. They maintain the upkeep of the equipment to ensure it is safe and suitable for children. People who run the setting ensure that all children can access a broad variety of appropriate, good quality toys and equipment. For instance, small world toys, a home corner, a slide and see saw. They also provide a wide range of toys for older children including board games, more challenging physical resources, and age-appropriate books.

Leadership and Management — Good

People who run the setting have a strong vision for the setting which they share with others. They maintain and share an up-to-date, effective statement of purpose that reflects accurately the service provided and meets the National Minimum Standards. People who run the setting review the comprehensive policies annually and ensure that these are largely implemented in practice. They ensure the required regulatory records are accurately kept, including contracts, children's details, and parental permissions. People who run the setting engage well with Care Inspectorate Wales and complete notifications of changes to the service in a timely manner. They have implemented nearly all the recommendations from their last inspection. For instance, they have reviewed the arrangements/procedures for school runs in relation to occasions where staff are running late.

People who run the setting actively implement self-evaluation. They seek the suggestions of children, their parents/carers, and staff. People who run the setting produce an appropriate quality of care report which is very clear about how they aim to develop their service. This includes some targets for the year, including times scales, costs and who is responsible for implementing the improvements.

People who run the setting follow timely and robust recruitment processes to safeguard children. They have good systems in place to carry out suitability checks, and all evidence is in place for inspection. The performance management process for staff is good. There is a culture of continuous professional development which is modelled by leaders and encourages staff to attend a range of training. For instance, staff have completed play work training and qualifications, as well as Emotional Literacy Support Assistant training. Thorough appraisals are carried out annually with most staff. However, this is not done with all staff and interim supervision meetings are not recorded. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Since the Inspection visit, the person who runs the setting told us they have carried out appraisals and supervisions with all staff. Staff told us that, they felt very well supported, are always encouraged to develop their skills through training and have many opportunities to discuss things with the leaders. People who run the setting deploy staff effectively to ensure staffing ratios and children's needs are met.

People who run the setting ensure that communication and engagement systems with parents are good. They provide parents with daily feedback and use social media and messaging as part of their communication with parents. Feedback from parents is positive, with comments such as "*My children love coming, we get lots of information, staff are brilliant, and nothing is too much trouble*."

Summary of Non-Compliance	
Status	**What each means**
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status

29	Ensure all staff receive regular supervision and appraisal.	New
6	Foula Evans' (RP) DBS had expired 9/8/2018.	Achieved
28	Staff checks had not been completed to ensure that they were suitable to work with children.	Achieved
30	Records were incomplete	Achieved
16	Children and staff's views had not been sought. A QOC report had not been completed.	Achieved
38 (1) (e)		Achieved

Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

National Minimum Standards	
Standard	Recommendation(s)
Standard 24 - Safety	Ensure the setting's risk assessments are embedded and they are dated when they are reviewed.

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

Best Practice
Recommendation(s)
Further develop the outdoor provision.

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.

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