Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Llanyrafon Out of School Club

Llanyrafon Primary School
Llanyravon Way
Cwmbran
NP44 8HW



Date Inspection Completed

10/05/2022

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About Llanyrafon Out of School Club

Type of care provided	Childrens Day Care Out of School Care
Registered Person	Isobel Yacomen
Registered places	64
Language of the service	English
Previous Care Inspectorate Wales inspection	27 October 2016
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	Working Towards. The service 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.

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

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

Summary

Children enjoy their time at the setting where they can relax and spend time playing with their friends. They are encouraged to speak and share their ideas with staff, who they know well. Children enjoy a good range of fun activities which are stimulating, keep them interested and help develop their independence.

Staff are warm and engaging with children and are clear about the daily routines. They implement the setting's procedures well, to keep children safe and healthy. They promote healthy lifestyles through healthy eating choices and lots of outdoor play. There are enough staff with the appropriate paediatric qualification to keep children safe if first aid attention is needed.

The setting is well managed and well organised so that children's choice is promoted. Risk assessments and safety checks are completed effectively to ensure the environment is safe for children.

Leadership of the setting needs to be strengthened and the Registered Person is very motivated to ensure this happens. She has responded promptly and effectively to the issues regarding staff files and supervision, raised within the inspection.

Well-being Good

Children have lots of opportunities to express themselves, make choices and follow personal interests. All activities are child led. They have devised their own rules, which have been laminated and are on display on the club board. There is a suggestion/complaints box where children can confidentially post their suggestions, although this process is not at present reflected within the formal complaints policy. Children are asked about their preferences and suggestions for improvements to the service. For example, children suggested introducing bagles at snack time and we saw that this was acted upon.

Children are developing their personal and social skills well. Nearly all children are eager to play with friends and have developed warm and stable relationships with staff, making them feel safe and secure. Children are also content to play on their own and engage in activities of their choice. They share resources and show consideration with very few prompts from staff. Nearly all children readily follow instructions from staff and are polite and courteous during snack time. Parents told us that children are very happy and eager to attend the service. Children we spoke with confirmed this.

All children make their own play choices and are well engaged and motivated in their play showing good levels of concentration. They move around the indoor and outdoor areas freely and are happy in their play experiences. Older children attending the holiday club told us they had enjoyed a trip to the local cinema. Children have fun exploring their surroundings and chatting to one another and staff, for example when taking a walk along the river. We saw them eagerly take a walk along the river, exploring their surroundings and chatting with one another and the staff. The after-school element of the service remains on site, but has extensive use of the school grounds, which children enthusiastically take full advantage of.

Nearly all children are developing their independence skills well, in line with their age and stage of development. They take responsibility for their personal belongings and use toileting facilities independently. Although snack is served to children at present, staff explained that as risks related to the pandemic recede, they will reassess the situation and reintroduce self-serving when deemed safe.

Care and Development Good

Staff have a good understanding of the setting's policies and procedures, which they implement well to keep children safe and healthy. They are clear about their responsibilities in reporting any child protection concerns and have suitable guidance to support this. The setting's arrangements for safeguarding children meet requirements and are not a cause for concern. They followed Welsh Government's guidance keeping children safe during the COVID-19 pandemic and are reviewing procedures as risks diminish. Accident, incident, pre-existing injury and medication records are completed appropriately, and shared with parents. These are monitored over time to identify any emerging patterns or risks.

Staff effectively promote healthy lifestyles. They ensure children have access to nutritious food and water to drink. They have received appropriate training in relation to food hygiene when overseeing snack time. Staff act as good role models and gently prompt and support children to wash or sanitise their hands when necessary. They support children's physical development well, by providing numerous and varied opportunities to play outdoors. As the service is not currently operating at full capacity, they have enough staff with current first aid training to maintain a 1:10 staff/child ratio. The Registered Person is aware that as child numbers increase more staff will need to update their Paediatric First Aid training.

Staff manage children's behaviour very well, using a kind and nurturing approach to their interactions. They are consistent in giving children lots of praise and acknowledging their efforts. They encourage children to be kind and inclusive during play. For example, staff encourage older children to help younger children settle to play. Staff support and anticipate children's emotional needs well, encouraging children to talk about their interests. Because of this, children remain calm and engaged during the session.

Staff create a fun and stimulating environment to support children's play and learning. They work efficiently with outside agencies and access training to ensure they have the knowledge and understanding to support children with additional learning needs effectively. For example, some staff have attended training about autism. They know the children very well and identify children's individual needs and interests. Although it is a pack away service, staff set up the environment before children attend. They successfully plan and support children's play experiences ensuring children have access to a wide range of activities.

Environment — Good

People who run the setting ensure that children are cared for in a safe, secure and clean environment. Staff oversee the secure entry system to the premises and keep a record of all visitors. Comprehensive risk assessments are in place, including health and safety procedures regarding COVID-19. The building is well maintained by the local authority and has all required safety checks in place, including fire and electrical tests. Although the service is a ‘pack away’ service operating from the school hall, this is managed well by staff and they have appropriate storage facilities and an office for their sole use and confidential conversations.

There is ample space and suitable facilities to meet the needs of children. Both the inside and outside play areas are welcoming and provide good opportunities to extend children’s play and learning. Children have access to resources that are suitable for their needs and presented in a way that allows them to choose toys independently. They provide opportunities for free flow, supervised access to the outdoor spaces. This supports children's learning and development well. Age-appropriate tables and chairs help promote children’s independence and ensures that all children are comfortable when playing. Children have easy access to toileting facilities, which promotes their independence. There are currently few multi-cultural resources on offer, although leaders are aware of this and hope to improve this in the future.

People who run the setting effectively monitor resources and equipment. Resources and equipment are well maintained and of good quality.

Leadership and Management — Adequate

People who run the service have a satisfactory understanding of their roles and responsibilities. Some improvements are needed and they are motivated to do this. The person in charge of the day-to-day operation of the service ensures that daily records are well organised and efficiently completed. For example, children are signed in and out of the service in a register to ensure that staff are always aware of the children present and in their care. However, the Registered Person has not ensured that staff files have all the required information recorded to demonstrate that thorough safety checks have been completed during staff recruitment. All staff have a Disclosure and Barring Safety (DBS) certificate, however, other information such as full employment histories and references were not present on some files. This was rectified soon after the inspection and has therefore been highlighted as an area for improvement. There is a suitable Statement of Purpose describing how the service operates. This provides parents with information that can assist in their choice as to whether the service can meet their child's needs.

People running the nursery review the service annually and the Self-Assessment of Service Statement (SASS) had been completed and submitted on time to Care Inspectorate Wales. The quality of care report submitted evidenced that parents, children and professionals are consulted so that feedback can be used to develop the service.

People running the setting are not ensuring all staff are consistently receiving one-to-one supervision. Since the inspection, a supervision policy has been put into place and staff supervisions have been initiated. This support needs to be embedded into practice, with formalised and written records kept, to ensure staff training and working practices are properly monitored and identified. Staff report very good support from, and communication with their managers. We did see good examples of induction and appraisals and staff are confident in implementing procedures and have a clear understanding of their role. People running the service ensure that the person in charge is not included in any calculation of staff to child ratios, and staffing ratios were maintained appropriately throughout the inspection.

Staff are aware of the need to build strong relationships with parents and to maintain good communication with them. Managers have identified how to further improve communication. Parents we spoke with expressed high levels of satisfaction with the service and staff. They said their children were very happy and settled at the club with some children having attended for several years. As the service operates from within Llanyrafon Primary School, excellent relationships have been developed with education staff and good communication and exchange of information is reported by staff and parents. The service notifies CIW of most significant events, but some notifications about changes of staff had not been shared. Such information is classed as significant and as such should be shared with CIW no later than 14 days after the event has occurred. This was rectified soon after the inspection.

Recommendations to meet with the National Minimum Standards

R.1. Ensure that all staff receive regular recorded supervisions.

R.2. Current complaints procedures for children aged 8+ need to be reflected within the complaint's policy.

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
N/A	No non-compliance of this type was identified at this inspection	N/A
31	Some significant events at the service had not been notified to CIW on behalf of the Welsh Ministers. The	Achieved

	service needs to ensure all significant events are notified to CIW including when staff join or leave the service.	
28	Staff files were incomplete. Staff files need to contain evidence of all required information and safety checks undertaken to ensure safe recruitment of staff.	Achieved

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.

Date Published 17/06/2022