Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

**Simply Out of School Cowbridge**

**Y Bontfaen Primary School**
**Borough Close**
**Cowbridge**
**CF71 7BN**



## Date Inspection Completed

10/01/2024

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# About Simply Out of School Cowbridge

| | |
|---|---|
| Type of care provided | Children's Day Care<br>Out of School Care |
| Registered Person | Joanne Hopkins |
| Registered places | 40 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 20 March 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. |

| | |
|---|---|
| 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 are confident communicators as their wants and needs are considered. They are content and express enthusiasm and enjoyment. Interactions and co-operation between children and staff are positive. Children are enthusiastic and interested in their play.

Staff have a good understanding of their responsibilities to protect children, with thorough training and policies in place. They positively interact and engage with children and know the children very well. Staff provide a range of play and learning activities.

People who run the service have worthwhile policies and practices in place. They ensure the environment is suitably safe, secure, and well maintained. The setting is equipped, with a range of resources and activities.

The leadership and management of the service is effective. However, we have noted several recommendations as part of this inspection. There are procedures in place for self-evaluation of the service. Parents and children are happy with the service provided.

| **Well-being** | **Good** |
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Children are confident communicators as their wants and needs are considered. They confidently ask for fancy dress costumes and build dens. Their opinions and interests are acted upon. Older children told us they choose games they would like at the setting, with their requests being met. Children have free choice of activities and choose what interests them.

Children are content and express enthusiasm and enjoyment. They have a strong sense of belonging. They form strong friendships and are very familiar with routines. We saw all children interact successfully with one another, smiling and engaging with their friends and staff. All children are very familiar with routines. For example, at snack, tidy up and home time.

Interactions and co-operation between children and staff are positive. We saw children engaging cooperatively when completing a puzzle together, whilst older children enjoy creating and playing a maths game together. Children are actively interested, asking staff and other children to engage in their game, rating it out of 10. They engage with Care Inspectorate Wales (CIW) confidently and ask for us to take part in their play. Children are polite and use good manners.

Children are enthusiastic and interested in their play. They have a range of opportunities indoors and outdoors. Children take lead in their play with support from adults, as needed. They are encouraged to take part in activities which result in a good feeling of achievement. For example, when a child created a paper model of the titanic, they were praised for their creativity prior to being put safe in their bag to take home. Children have freedom to choose when they want to relax and rest.

Children independently choose activities and resources from the selection available. They are developing their independence skills successfully. Children take responsibility for their own belongings, such as their coats and bags. They help to lay the table for snack, and tidy away when they have finished. Children are encouraged to use the bathroom independently.

| **Care and Development** | **Good** |
|---|---|

Staff fully understand and implement policies and procedures to keep children safe. They have a good grasp of their responsibilities to protect children, appropriately answering safeguarding scenarios. All staff have gained food hygiene training and most have paediatric first aid or are due to undertake training soon. They are aware of individual children's information and arrangements are in place for those with allergies and dietary needs. Accident forms are complete. Children access toilet facilities and wash hands regularly, with electric hand driers in place. A healthy fruit snack is provided to children at the start of the session, followed by a light tea towards the middle of the session. Effective cleaning practices are in place, including regular sanitising of tables. However, more consistency is required in relation to hygiene practices when serving snack, using serving equipment to reduce the risk of infection.

Staff understand the behaviour management policy and consistently implement positive behaviour management strategies. Staff use positive reinforcement with children. We heard staff say, "*Well done*", and "*Good job*" regularly. They appropriately explain to children about unwanted behaviours. For example, we heard staff remind children not to run, with children responding promptly. They encourage children to share and involve one another in their play. Staff positively interact and engage with children; they are consistently responsive and demonstrate warmth and kindness. A child drew a picture for staff, they commented *"Oh my gosh, you have made me one, thank you"* giving the child a cuddle.

Staff provide a suitable range of play and learning activities for the ages and stage of children's development. For example, we saw staff interacting with children whilst playing a ball game, counting how many times they could keep the ball in the game without going outside of the barrier. They interact in play with children, following their lead, such as building paper aeroplanes, taking part in clapping activities, writing letters and den building. The basic planning in place follows a range of activities and themes, taking interest in upcoming events or celebrations. No Welsh was spoken by staff or by children.

| **Environment** | **Good** |
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People who run the service have thorough policies and practices in place and ensure that the environment is suitably safe, secure, and well maintained. Risk assessments are complete and regularly undergo review. A secure entry system is in place, with a buzzer on the main entrance and a doorbell system for collection of children. All doors in the hall are secure with fob systems in place to enter/exit. An electronic signing in and out system is in place for visitors. There are up to date boiler and heating checks. Regular fire drills are conducted so everyone is aware of what to do in an emergency.

People who run the service ensure the environment has spacious indoor play space for children to move freely and explore. For example, children can use a range of areas including quiet/relaxing area, tabletop, or floor space to develop their play. They ensure the environment always meets the children's needs and enables them to reach their full potential. During our visit, the outside area was not being used and this is generally the case during the wintertime. However, the people who run the setting confirm the outside play space is used daily in warmer, lighter weather with a variety of spaces available, including a playground and large field area.

People who run the service organise the environment well so that it provides a good range of play opportunities suitable for all the age ranges cared for. Children can access toys and resources which are provided to them. They can ask for anything which is kept in the setting's main storage area, away from the hall. The premises are welcoming, warm, and accessible. A notice board in the hallway provides information on the setting. People who run the service ensure all children can easily access a range of quality age-appropriate furniture, toys and equipment which stimulate children's interest and imagination. The service is clean and well maintained.

## Leadership and Management — Adequate

People who run the setting ensure it is a well-run service. They have a clear vision, which they share with others and promote with staff. They understand their responsibility to comply with the national minimum standards and regulations. All mandatory records are

complete and accurate. However, not all documents were available on the day of the inspection. Following our visit, the information was provided. There are appropriate policies and procedures in place, with regularly reviews in place. Following the inspection visit, the statement of purpose and staff matrix have been updated to reflect changes at the setting and provided to CIW.

There are strong procedures in place for the self-evaluation of the service. People who run the service reviewed their practices, seeking views from parents and children who attend the setting. The quality of care review is a purposeful document that reflects the feedback collected and supports a plan to improve outcomes for children. A comments box is available for children to share their thoughts and views with the setting in a confidential manner.

People who run the service implement robust recruitment procedures, which ensures staff are suitable to work with children. All staff have Disclosure and Barring Service checks. Most staff are qualified in play work, with one staff due to undertake play work qualification. They receive thorough training and keep up to date with mandatory training. Staff work extremely well as a team to support each other and promote children's play and development. People who run the service value their staff, with regular meetings, and supervisions taking place. Staff told us they feel well supported by the responsible person and their suggestions are valued and taken on board.

An electronic booking system and use of electronic forms are in place, allowing information to be up to date and regularly reviewed. Parents can easily book children into the provision or notify them if children are not attending. A brief verbal handover is provided to parents on collection at the end of the day. As part of the inspection process, we gained the views of parents and children, they told us they are happy with the service. People who run the setting confirm they have good partnerships with the school and local authority.

| Summary of Non-Compliance | |
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| **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 |

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 | |
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| Standard | Recommendation(s) |
| Standard 10 - Healthcare | Ensure consistent hygiene practices are in place to reduce the risk or spread of infection |
| Standard 21 - Notifications of significant events | Ensure CIW are kept up to date with any changes at the setting |
| Standard 5 - Records | Ensure all regulatory records are readily available onsite for inspection |
| Standard 13 (Day Care) - Suitable Person | Ensure percentage of play work qualified staff is maintained |

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) |
| Develop the use of incidental Welsh language within the setting |

| 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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