Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

## Foxy Club (Rumney Memorial Hall)

Rumney Memorial Hall, 96 Wentloog Road, Rumney, Cardiff, CF3 3EA

07738126936

www.foxyclub.co.uk

**The inspection visits for this service took place between 10/12/2025 and 11/12/2025**

## Service Information:

| | |
|---|---|
| Operated by: | Emma Fox |
| Care Type: | Children's Day Care |
| Registered places: | 32 |
| Main language(s): | Welsh and English |
| Flying Start service: | No |
| Receive funding to provide early years part time education: | No |
| Promotion of Welsh language and culture: | The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people. |

## Ratings:

| | |
|---|---|
| Well-being | Good |
| Care & Development | Good |
| Environment | Adequate |
| Leadership & Management | Adequate |

## Summary:

Children are happy and settle well. They have opportunities to develop independence and other skills through a wide range of activities. All children in this setting are able to engage in activities of their choosing and are free to develop their play in collaboration with their peers. They are listened to and their views are taken into account. Children form close bonds with each other and staff, making them feel safe and secure.

Staff are well qualified, professional and have a good understanding of how to keep children safe and healthy. They are responsive and respect the children in their care and the decisions they make. Staff have a good understanding of children's individual needs, and this helps to ensure that those needs are well met.

Leaders ensure the premises are secure and safe. They provide a welcoming and suitably organised environment. Play areas and equipment are adequately clean and maintained. The

outdoor play area is secure and well resourced. It is well utilised, providing plenty of opportunities for children to be physically active.

Leadership and management is inconsistent. Leaders have high expectations regarding the standard of care provided, but some areas need attention. Records and recording systems are suitable. However, many of the policies in place have not been updated and therefore would not support staff in providing a good service. Staff receive regular, formal supervisions from managers and they feel valued and supported. Leaders produce an annual quality of care review, although it does not support them to make improvements across all areas. Parents speak highly of leaders, staff and the care their children receive.

# Findings:

## Well-being — Good

Children have ample choice, and a strong voice at the setting. They move freely around their play space, making choices and decisions about the activities they want to join in or the resources they wish to play with. Children are given good opportunity to express themselves and talk about the things that are important to them. They join in enthusiastically with activities and are confident to express their opinions because they know care staff will listen to them. Children's likes and requests influence the activities that are provided.

Children feel safe, happy and valued at the setting. They develop warm relationships with other children and staff. Children approach care staff spontaneously to seek reassurance or support and enjoy receiving praise and recognition for their efforts. We saw children laughing and smiling as staff joined in with their play. Children are comfortable in the familiar routines and activities of the setting.

Children co-operate, take turns and share, and their behaviour is becoming guided by their sensitivity to the emotions of others. They demonstrate a good understanding of what is expected of them whilst they are at the setting. Children are generally well behaved and play co-operatively with their peers across the age groups. Their interactions with staff also show that they respect the staff and they respond well to their requests and any guidance on their behaviour. Children have developed a strong sense of right and wrong and are, in the main, self-disciplined.

Children are active, curious and excited by the play-based activities on offer to them. They are happy and confident to move between activities freely but also sustain interest in activities of their choosing. For example, we saw how some children were engrossed as they worked together to build a structure from large construction bricks and then used this to play 'house'. Other children concentrated as they created drawings and craft. Children benefit from a good balance of organised and free-choice leisure activities. All of the children we spoke to told us they enjoyed their time at the setting.

Children are encouraged to be independent in the setting, and they develop skills as a natural part of the routine of the day. They can freely access what is already set out in the room and know they can ask for additional resources. Children extend and develop their play themselves asking for further items to be brought out when needed. We saw children happily playing independently of staff, who allowed them the space to explore and progress their own play, as well as asking for staff to join their play, for example, with a talent show a group wanted to put together.

## Care & Development — Good

Staff are effective in their roles. They are clear about their responsibilities and have sound knowledge of how to keep children safe and healthy. Staff provide regular access to physical exercise and fresh air outdoors. They provide snacks after school; however these are not fully in line with Welsh Government's food and nutrition guidance for childcare providers. Leaders told us they have registered to begin the Gold Standard Healthy Snack Award and so will be reviewing their provision under this scheme. Staff know how to raise safeguarding concerns. They speak confidently about safeguarding procedures and know managers will be responsive to any concerns they raise. Staff spoke positively about the support they receive from managers, and they are committed to on-going improvement. Staff follow procedures for recording the administering of medication, accidents, incidents and existing injuries.

Staff set realistic boundaries, are good role models and use a consistent approach to managing behaviour, taking into account children's age and understanding. They guide behaviour positively and praise children to reinforce good behaviour. They are cheery and have fun with the children, often using humour effectively to support and encourage children and diffuse any conflict. For example, we saw how staff used humour to diffuse tensions whilst refereeing a football game. They also encourage children for making a good effort and we saw children respond well to this approach. For example, staff warmly and successfully encouraged children who wanted to take part in the talent show but felt shy to overcome their fears.

Staff provide a nurturing and caring environment in which they promote children's play and well-being appropriately. They have a relaxed, happy and caring nature towards children. They speak in a reassuring manner, and this helps to ensure the play environment is calm and pleasant. The staff group are keen to ensure they are good play facilitators. Relevant staff and leaders have undertaken qualifications in order to improve their understanding of play for school-aged children. Staff know children well and understand their preferences. They record some observations of children's learning and development. Basic written activity planning is in place to support staff in providing a small selection of activities, and they allow children to choose most of the play that goes on. Staff support the Welsh language well and we heard many instances of Welsh speaking children choosing to speak Welsh to their friends and with staff.

## Environment — Adequate

Leaders and staff ensure the environment is safe and secure for children. They ask all visitors to sign in and out of the building. All staff are responsible for ensuring good hygiene throughout the day. They undertake fire drills with children regularly and record these appropriately. Leaders ensure insurance certificates are up to date, as well as routine safety checks for the building and appliances, such as fire safety equipment. The landlord undertakes gas safety and electrical systems checks routinely and managers ensure they have sight of these checks to assure themselves of the safety of the building. Staff undertake daily safety checks of the areas used by children. Leaders keep written risk assessments as well as staff risk assessing play as it progresses.

Leaders and staff maintain the environment appropriately and provide a welcoming, child friendly space, which is suitable for the ages of the children cared for. They provide child-sized tables and chairs for children to do activities. The garden is accessed directly from the play space and staff open the doors to the outside for much of the session. This provides children with free-flow access to opportunities to develop their physical and creative skills in the fresh air. We saw children really enjoy this and make good use of the outdoors for various types of play. Indoor play spaces adequately support children's play and development. Children's work is displayed and valued, and this gives children a sense of belonging. However, additional decoration is limited by the nature of the service being a pack-away service sharing a space used by others out of hours. Children's toilet facilities are adequate, but the door of the designated staff toilet does not close and cannot be secured.

Leaders ensure children have access to toys and equipment that are appropriate and suitable to their needs. A small number of resources are stored within the play space, and these were adequate for the age and interests of the children attending. Staff confirmed there were further resources to cover a wide range of play opportunities for all age groups stored elsewhere. We saw children freely exploring the resources available on many occasions, easily finding what they wanted to play with. They also particularly enjoyed playing outdoors.

## Leadership & Management — Adequate

The quality of leadership and management varies at this setting. Leaders are experienced and are passionate about providing good quality care. However, some regulatory responsibilities have not been appropriately addressed. There is a detailed statement of purpose providing parents with essential information about how the setting runs. Registers of children's attendance contain all the necessary information and are completed in a timely manner. However, staff attendance is not formally recorded. Leaders ensure records of the administration of medication, accidents, incidents and existing injuries are consistently completed. However, leaders have not taken appropriate account of the update to the National Minimum Standards (NMS) in 2023 and now several aspects of the service require attention because they do not meet the necessary standards. Staff do not hold the required level of training in safeguarding stipulated in the NMS. Policies have not been updated to reflect the changes to NMS, or other national guidelines, and they do not reflect staff changes. Outcomes for children require improvement because leaders have not had regard to the updated NMS. This was a recommendation at the last inspection. We expect the provider to make improvements.

Leaders have not effectively reflected on the setting's performance and used information from all stakeholders and national guidelines to plan improvements. This has contributed to the setting not maintaining the standards outlined in the NMS. The Registered Person has a system to ensure that a formal self-evaluation of the service is undertaken on at least an annual basis. The Quality of Care report suggests feedback from parents is good, but it does not state they consult with staff, children and relevant external agencies in order to review the quality of the service. The Person in Charge confirmed she had not contributed to the Quality of Care review and was not aware of it as the action plan for supporting her to drive improvements in the service. Several aspects of the service do not meet the necessary standards. An effective quality assurance system would help to mitigate these issues and ensure that the service remains compliant.

Leaders are effective in overseeing staff, their time and prioritising activities responsively to ensure children's needs are met in a timely manner. Leaders and staff are well organised in the daily practicalities of the running of the setting, and we saw that this allowed them to remain calm whilst delivering care. Staff confirmed they enjoy working at the setting. They feel supported, knowing they can approach the people who run the setting for help or support if needed. All staff have basic, regular supervision and appraisal meetings to reflect on their practice. Leaders conduct robust recruitment procedures to ensure suitable and sufficient well-qualified staff are employed to work with children.

Leaders value highly the positive partnerships developed with the community and parents. Staff told us that the relationships they build with parents are at the heart of the service they provide and

are vital to making the positive impacts for children. They are very keen to ensure that parents feel they can approach them at any time. We spoke to parents who were very complimentary about the service. They reported that staff are very friendly and approachable.

# Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

| Summary of Areas for Improvement | Date identified |
|---|---|
| Outcomes for children require improvement because the registered person has allowed policies, procedures and some training to lapse, meaning staff are not fully supported in providing appropriate care. | 10/12/25 |

**CIW has not issued any Priority action notices following this inspection.**

## National Minimum Standards

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.

| Standard | Recommendation(s) |
|---|---|
| Standard 12 - Food and drink | Ensure all food and drink provision is nutritious, and in line with current Welsh Government guidance |
| Standard 18 - Quality assurance | The quality of care review must be sufficiently robust to ensure it supports all staff in making improvements to the setting, captures the feedback of stakeholders, and drives a review of policies to keep them up to date |
| Standard 5 - Records | Confidentiality must be upheld in the storage of all documentation and a daily record should be maintained of the staff caring for children and their times of attendance |

## Best Practice

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.

| Recommendation(s) |
|---|
| Ensure staff toilet doors shut and lock safely |
| Guidance from Social Care Wales should be consulted on “Effective supervision in social care, early years and childcare” to strengthen the process of staff supervisions and appraisals |

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