



Inspection Report

Palm Trees Out of Hours Club

**Llanishen Baptist Church
Fidlas Road
Llanishen
Cardiff
CF14 5LZ**



Date Inspection Completed

11/04/2024

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About Palm Trees Out of Hours Club

Type of care provided	Children's Day Care Out of School Care
Registered Person	Sarah Davies
Registered places	34
Language of the service	English
Previous Care Inspectorate Wales inspection	22 June 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.

<u>Well-being</u>	Good
<u>Care and Development</u>	Good
<u>Environment</u>	Adequate
<u>Leadership and Management</u>	Adequate

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

Summary

Children are settled and happy. They are confident communicators and feel that their needs are met. They have a strong sense of belonging. They form friendships and are familiar with routines. Children move around the play areas with ease and confidently ask staff for the support, when needed. Children enjoy their time at the setting and interactions between the children and staff are positive.

Staff positively interact and engage well with children. Staff keep children safe and healthy. They understand and meet children's individual needs. Staff provide a range of play activities, suitable for the age of the children. Staff follow the setting's safeguarding policy and procedures to ensure children are safe.

People who run the setting have policies and practices in place. They ensure the environment is suitably safe and secure. There is ample space indoors for children to utilise. Children have access to furniture, equipment, and a selection of toys and materials that are appropriate and suitable for their needs.

Leadership and management of the service is adequate. Some improvements are required and are discussed within the body of this report. There are several recommendations and an Area for Improvement (AFI) which require action.

Well-being

Good

Children make their own decisions about how they spend their time at the club. They can direct their own play, for example children choose from a variety of activities on offer to them. They are confident to ask for support from care staff when needed. We observed children creating a painting together. They have lovely bonds with familiar adults who help them feel secure and relaxed. Children are happy to play alongside each other or independently.

Children are content and express enthusiasm and enjoyment, for example, children told us that they enjoy attending and what they enjoy playing with. Children have a sense of belonging. Their arts and crafts work and photographs of them in their play are displayed throughout the club. They form friendships and are very familiar with routines. We saw children interact successfully with one another, sharing, smiling, and engaging with their friends and staff. Children confidently help to tidy up at the end of the session.

Children are kind and caring towards each other and happily share toys and take turns. We saw children happily playing alongside each other with the activities and resources on offer to them. Children have good relationships with care staff, and we heard children sharing information about their families and recent holidays with them. Children are confident and enjoy chatting with us and asking about our roles.

Children choose from a good range of activities, which are interesting to them. For example, drawing and colouring, painting, construction, small world play and a quiet area for relaxation or reading a book. Children have freedom to choose when they want to relax and rest or take part in play activities. Children are developing their independence skills well. They choose activities and resources from the selection available. Children are encouraged to wash their hands and use the toilet area independently. However, children are not provided with suitable resources to dry their hands. Children sit in their year groups for snack time. However, they are not given opportunities to be independent at snack time.

Care and Development

Good

Staff follow the health and safety procedures in place effectively to ensure the well-being of children. Staff have completed paediatric first aid, food hygiene and safeguarding training. The setting has a child protection policy. Staff are clear of their roles and responsibilities in the event of a disclosure or allegation of abuse. Staff give safety messages to children to avoid any accidents in situations such as *“be careful how hard and where you kick the ball”* and *“don’t lean too forward on the table, you may hurt yourself or spill the paint”*. Staff have access to information relating to children’s allergies and medical conditions. They record accidents in detail and share this information with parents. They clean tables before and after children sit down to eat their snack, which minimises the risk of cross infection. They provide a light snack to children at the start of the session. Staff ensure all children wear hi-vis jackets for the short walk from the school to the club. They also count the children into the club following the walk from school.

Staff understand the behaviour management policy and implement positive behaviour strategies effectively. Staff positively interact and engage with children. When sitting together at the table drawing and painting pictures, staff commented, *“That’s a lovely picture, tell me about it”*. They know children very well and have good knowledge of their needs. Staff are skilful at varying their language and questions depending on the ability of the children with whom they are talking. All staff are consistently responsive and demonstrate warmth and kindness.

Staff provide a range of play activities, suitable for the age and stage of development of the children. We saw staff encourage children to choose what they wanted to play with from a variety of resources on offer to them. Staff plan activities informally and follow children’s interests and ideas. Children can choose activities they are interested in. Staff naturally promote children’s learning as they play.

Environment

Adequate

People who run the setting have appropriate policies and practices in place. They ensure the environment is suitably safe and secure. They undertake visual daily checks. Adequate risk assessments are in place which considers main areas of the club along with resources and activities and the walk from the local primary school to the church where the club is located. A secure entry system to the church is in place, with visitors signing in and out on arrival and departure of the club. Parents ring the bell outside the main entrance and a member of staff allows them access to the club to collect their children. Systems are in place to ensure children are signed out at the end of each session. Regular safety checks are undertaken for fire equipment and the newly installed gas boiler. Fire drills are undertaken; however, these are not recorded appropriately.

People who run the setting provide a large indoor play space for children to move freely. Children can use a range of areas including tabletop games and activities, role play or floor areas to develop their play. The outdoor area is a large yard space. We did not see outdoor play during the inspection as the area wasn't suitable for children on this day, due to an overflow of rubbish from a recent upgrade of the church. Both the indoor and outdoor environments require maintenance which should be made a priority. As an alternative to outdoor play, children had access to an additional ample sized room where they could access ball play and balancing activities. The environment meets children's needs. Indoors, staff set out resources and activities on tables and the floor for children. A clean kitchen area allows appropriate preparation and storage of food.

People who run the setting ensure children can easily access a range of age-appropriate furniture, toys, and equipment to stimulate the children's interest and imagination. There is an adequate range of resources to ensure children have a variety from which to choose.

Leadership and Management

Adequate

Leadership and management of the service is adequate. People who run the service ensure registers are complete, with times of children's arrival and departure recorded. Staff also sign in and out with times recorded. Children have complete contracts in place. People who run the setting have policies in place and ensure these are implemented in practice. There is an up to date statement of purpose in place for the service. However, Care Inspectorate Wales (CIW) are not always notified of updates to the service in a timely manner. The setting has up to date certificates such as public liability insurance.

People who run the setting keep a file for each member of staff. However, files we examined did not contain some regulatory documentation. As a result of this, we have issued an Area for Improvement. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. People who run the setting ensure staff receive supervisions and appraisals. However, these are not completed regularly and are not formally documented. New staff receive an induction into their role and the setting. However, these are not properly recorded and formalised. People who run the service have compiled an annual quality of care report. However, this does not consider the views of staff, parents and children and it is not an evaluative summary of the past year of the service nor does it include actions for the coming year. People who run the setting and staff work well as a team to support each other, with regular informal meetings, and de-briefs at the beginning and end of the session. Staff told us they can go to the leader at any time, and they feel well supported.

The people who run the setting have developed good links with the local primary school. They confirm there are positive partnerships with parents. Verbal conversations take place on collection at the end of the sessions and the setting also uses text messages, emails, and newsletters to communicate with parents. Parents we spoke to as part of the inspection told us that they were happy with the service provided and that their children enjoyed attending.

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

28	The Registered Person must always ensure all required suitability checks on staff have been carried out prior to their appointment.	New
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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 fire drills are recorded appropriately.
Standard 22 - Environment	Ensure maintenance of the indoor and outdoor environments are a priority.
Standard 18 - Quality assurance	Ensure the quality of care report considers the views of staff, parents and children and that it is an evaluative summary of the past year of the service with actions for the coming year.
Standard 13 (Day Care) - Suitable Person	Ensure inductions of new staff are formalised.
Standard 13 (Day Care) - Suitable Person	Ensure that supervisions and appraisals are conducted in a timely manner and formally recorded.

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)
Ensure children are provided with resources to dry their hands appropriately.
Consider how children can be more independent at mealtimes.
Ensure that any changes in practice are notified to CIW in a timely manner.

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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