Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cymer Ofal

Ysgol Treganna
Sanatorium Road
Cardiff
CF11 8DG

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

05/11/2024

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About Cymer Ofal

Type of care provided	Children's Day Care Out of School Care
Registered Provider	Clwb Cymer Ofal Cyf
Registered places	104
Language of the service	Welsh
Previous Care Inspectorate Wales inspection	26 November 2018
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	This service anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use the service.

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

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

Summary

Children are happy, settled and enjoy their time at the club. They develop positive relationships with staff and other children. Children are confident to make choices. They choose from a range of activities and are enthusiastic about their play and learning.

Staff understand how to keep children safe and healthy. They manage interactions in a positive manner and are warm, patient and kind. They know children well and ensure that children's individual needs are supported.

People who run the service ensure they care for children in a safe and secure environment. There is plenty of indoor and outdoor space for children to move about freely and independently. Children have access to a range of equipment and an appropriate selection of toys and materials that are suitable for their needs.

Leadership and management of the service is good. People who run the service ensure there are suitable policies and procedures in place. They evaluate and plan for improvements where necessary which benefit the children in their care. Relevant pre-employment checks have been carried out to ensure staff are suitable to work with children. People who run the service engage positively with Care Inspectorate Wales (CIW).

Well-being — Good

Children are happy, settled and comfortable at the service. They greet staff happily and chat to them as they arrive. Most children are familiar with the club's routines as they attend regularly. They know what resources are available to them and where they can play. They enjoy sociable mealtimes, chatting happily with their friends and staff.

Children have plentiful opportunities to make choices about how they spend their time at the service. For example, they choose between the Halloween and bonfire activities and colouring tasks on offer or free play activities. Children are confident to express themselves as they know that staff will listen to them. For example, we heard children confidently asking staff for help when needed. The children's voice is strong at the service. For example, we saw older children discussing their idea for a dancing competition with an adult and then announcing it to the group for participants to take part.

Children continue existing school friendships and make new ones at the service as they meet children from other age groups and classes. Children of varying ages play happily alongside each other and together. For example, some children played together with the building equipment on offer while other children opted to relax and read books together. We observed older children being kind and thoughtful towards their younger friends and ensuring they were included in play. Older children take part in the snack routine where they serve food to the younger children. Children happily wait their turn for resources, toys, and to use facilities at the service. They treat the staff, each other, and the resources with respect.

Children enjoy the activities on offer. They are free to explore their environment and spend time on activities that interest them. Children concentrate for appropriate periods of time during craft activities, imaginative play and games. Children are encouraged to use the 'bin becso' (worry bin) where they can offer their suggestions for improvements at the club or to share something that is worrying them. Staff told us that this has been a successful introduction to the club and they have had a number of suggestions off children for the club.

Children have some opportunities to develop their independence skills. Older children self-register when they arrive at the club from their classes. Children are independent when putting their coats and belongings away, using the toilets and washing their hands. Children enjoy creating new games and trying out crafts and activities with the staff. Children we spoke to told us that they enjoy attending the club and that they enjoyed colouring, craft activities and eating snack.

Care and Development — Good

Staff follow the health and safety procedures effectively to ensure the well-being of children. They keep a daily register of children and staff's attendance. However, times of arrival are not recorded consistently. There are suitable systems in place to manage and record accidents, incidents and any medication administered. However, parents do not consistently sign to acknowledge an accident entry, nor do they receive a copy of the accident form. Staff follow good hygiene procedures when preparing and serving food. They clean tables before and after use and wear appropriate personal protective equipment to help minimise the risk of cross contamination. Staff are aware of the safeguarding policy and their duty to report concerns to the people who run the service. Staff ensure children have regular opportunities to play outside in the fresh air giving them good opportunities to be active.

Staff understand the behaviour management policy and implement positive behaviour strategies effectively. Staff positively interact and engage with children. When sitting together in the hall, a child was drawing pictures of fireworks and a member of staff commented, "*pa liwiau wyt ti'n gweld pan mae'r tan gwyllt yn ffrwydro yn yr awyr*?" ("*what colours do you see when the fireworks explode in the sky?*"). They know children well and have good knowledge of their needs. 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. Staff shared their planning for coming weeks which included experiences such as Christmas craft, celebrating BBC's Children in Need and odd socks day to celebrate anti-bullying. Children can choose activities in which they are interested. Staff naturally promote children's learning as they play.

Environment — Good

People who run the service have appropriate policies and procedures in place. They ensure the environment is safe and secure with electronic doors only allowing authorised access to the main hall. Children arrive at the club internally through the school and external doors are kept locked. Parents collect from the front entrance where staff monitor the door to alert the children when their parents arrive to collect them. Visitors are unable to access the service unannounced. The entrance is locked, and staff ensure they identify people at the door. The large outdoor play area is securely fenced. Routine maintenance checks for the building are undertaken. Staff complete daily safety checks of the environment. Adequate risk assessments are in place which considers main areas of the club along with resources, activities and any staff with injuries. Safety checks are completed through the primary school and the results shared with staff of the club. Fire drills are undertaken and recorded appropriately.

The people who run the service ensure the indoor play space allows the children to move freely. The area is spacious and provides children with suitable spaces to play, eat and relax. Children's toilets are easily accessible and provide for children's privacy and dignity. The people who run the service ensure that children have sufficient access to a large outside area at set times which allows access to fresh air.

Resources and structures in the outdoor area are suitable. There is a selection of varied toys and resources indoors, ensuring all children can find things to interest them. However, there is limited access to multi-cultural resources. Resources are clean, safe and appropriate for the various age groups that attend the service.

Leadership and Management — Good

People who run the club have a clear vision for its future. They support families by creating an accessible, warm, friendly and relaxed service where children enjoy attending and feel at home. There is a good range of policies that reflect the ethos of the service in place. There is a clear statement of purpose enabling parents to decide if the service is right for their child.

People who run the service review their service and complete and produce an annual report. They submit this and a self-assessment of the service to CIW annually, as required. They seek views about the service from staff, parents, and children. They work well CIW, informing us of any significant events or changes to their statement of purpose.

People who run the service follow safe recruitment procedures to ensure staff are suitable to work with children. Staff files are up to date and people who run the service undertake relevant checks to ensure staff are suitable to work with children. Staff's Disclosure and Barring Service (DBS) checks are current, and staff are well qualified. People who run the service strive to ensure they enable staff to keep up to date with mandatory training including safeguarding, paediatric first aid and food hygiene. Staff understand their roles and responsibilities well. They provide regular opportunities for staff to offer their views informally and annually with an appraisal meeting. However, one to one meetings with staff are not consistently recorded. Staff we spoke with told us that managers are approachable, supportive, and they feel valued by them. They also told us that they have plentiful opportunities to develop themselves professionally by attending courses such as the Playwork qualification.

People who run the service have developed strong working links with the school in which they are based. They regularly share messages about children and events that are coming up within the school. Partnerships with parents and carers are strong. Parents are complimentary of the service and speak highly of the staff and of the care their children receive. Many parents told us their children are very happy at the service, enjoy attending and that they would be lost without the club and its staff.

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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	

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 5 - Records	Ensure times of arrival and departure are recorded for all children who attend.
Standard 5 - Records	Ensure parents sign accident forms consistently and get a copy of the form.
Standard 13 (Day Care) - Suitable Person	Ensure one to one supervisions are consistently 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 have access to a variety of multi-cultural resources.

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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Date Published 18/12/2024