Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Oscars@ Charles Williams

Charles Williams Church in Wales Primary School
High Street
Caerleon
Newport
NP18 1AZ



Date Inspection Completed

12/11/2024

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About Oscars@ Charles Williams

Type of care provided	Children's Day Care Out of School Care
Registered Person	Catherine Whelan Michael Whelan
Registered places	96
Language of the service	English
Previous Care Inspectorate Wales inspection	1 May 2024
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	This service is not making a significant effort to promote the use of Welsh language and culture.

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

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 valued and feel confident to make choices. They are enthusiastic and interested, enjoying a range of play opportunities.

Staff manage interactions in a positive manner, they are patient and kind. They model good behaviour and praise children for their efforts. Some staff were not aware of their responsibilities to report child protection concerns. Therefore, safeguarding is an area for improvement. Staff know children well and ensure children's individual needs are supported.

The environment is safe and secure. There is generous space for children to play and explore. Leaders maintain suitable risk assessments and maintenance checks are in place. They provide a good range of resources and ensure children can access them when supervised.

There have been improvements to leadership and management following the last inspection. They have a range of procedures in place to ensure the club meets Regulations and National Minimum Standards for Regulated Childcare. Leaders engage positively with CIW and act swiftly on improvements needed.

Well-being — Good

Children make decisions about how to spend their time in the club, directing their own play confidently. They move freely around the environment choosing where and with what they would like to play with. Children are confident to communicate their needs and opinions, as they know staff will listen and respond. We heard some children ask if they could swap their outdoors toys for something different, while another asked for more paper to draw on; requests were promptly fulfilled by staff.

Children are happy, relaxed, and feel safe at the club. They settle quickly on their arrival and are familiar with the daily routines. Children develop secure relationships with staff and are eager to involve them in their play. We saw a group of children smile and laugh when a staff member joined in with them playing a game of tag on the playground.

Children of all ages play together; they benefit from forming friendships with both older and younger children. They play happily alongside each other or together and share resources well. Children took pride in showing us what they are doing and tell us what they like to do at the club. They listen well to instructions, are keen and interested in what they and their friends are doing. We heard a child excitedly tell staff they were wearing odd socks today to celebrate being different. Staff listen attentively which supports children to develop their confidence and builds self-esteem.

Children enjoy their play and benefit from a variety of age-appropriate resources. We saw older children enjoy concentrating when playing a board game together, while other children spent time creating buildings and vehicles with construction blocks. Children follow their own interests and sustain their play for periods suitable to their age and stage of development. For example, children concentrated hard as they used some scissors to cut out different animals they had drawn.

Children have good opportunities to develop their independence skills. For example, they store their belongings and wash their hands on arrival. Children show respect for toys and their environment by putting their rubbish in the bins and carefully sharpening pencils themselves. Children are not involved in preparing or serving snacks, they line up at the serving hatch when invited to. As a result, some children were waiting longer than others and were asked to sit down when playing in the queue for their food.

Care and Development — Adequate

Staff demonstrate good hygiene and infection control measures such as encouraging children to wash their hands when they arrive at club and spraying tables. There is a safeguarding policy in place, containing appropriate procedures for making a referral. However, during the inspection not all staff were able to confidently tell us the procedures to follow should they have a child protection concern. This is an area for improvement, and we expect the provider to take action. Staff who are appropriately trained in first aid, record and administer medication in line with their policy and share this information with parents. Staff record accidents, incidents and any concerns. However, they do not always include all required information or consistently gain parental signatures. Staff have suitable records of children's personal details and have a sound knowledge of children's allergies, dietary requirements and medical needs. Children with severe food allergies have clear care plans in place and staff are aware of how to manage the allergies safely.

Staff are polite and friendly role models, which has a positive impact on how children interact with them and each other. We saw some staff sit with children during snack time, chatting to them about the events of the day and how they were feeling. They are mindful of the age and stage of development, offering care and support if children required it. For example, when a child fell over, a member of staff offered comfort by helping them up and holding their hand. Staff frequently praise positive actions which reinforces children's understanding of socially acceptable behaviour and increases their self-confidence.

Staff know the children well and cater to their individual needs. For example, children told us how staff celebrated their birthdays which made them feel special. They take children's interests and requests into account when planning activities. Children were recently involved in writing a list of games they would like to order for the club. They were purchased and now children enjoy playing with them. Staff promote children's play well and, as a result, provide children with opportunities to develop and learn. We did not hear any Welsh language used during our inspection visit. Staff support children to develop independence and organise the session so children can make choices throughout. As a result, the club runs smoothly and calmly.

Environment — Good

The environment is welcoming, safe, and secure. Some children arrive at the setting internally through the school, whilst older children walk over from a separate building. External gates are kept locked once the school has closed and parents must phone from outside the school gates for their children to be brought out for collection. They ensure only authorised people have entry to the club and accurately sign children out once they are collected by a nominated adult. There are a suitable range of written risk assessments in place for the premises, including some specific assessments in relation to playground equipment and the use of heavy fire doors. The outdoor play area is securely fenced. There is a written evacuation plan for both fire and other emergency situations. Staff carry out regular, effective fire drills with children. They complete appropriate daily safety checks of the environment. Routine maintenance checks for the building are current.

The club operates in the school hall, which is clean, well maintained and provides ample space for children to move about freely and play. The large hall is used for tabletop activities such as colouring, board games and craft activities. Additionally, there is a small mat area that children can use for construction and a small sofa if children wish to sit and relax. The setting has use of the kitchen area which contains a lockable cupboard for storage of resources, paperwork and cleaning products. There are a suitable number of toilets for the children to use. These are clean, fresh and in a good state of repair. The maintained outdoor play area is available to children daily and provides opportunities to exercise as well as benches and seating for children to sit and relax. We observed children engaging a in variety of activities on the play yard such as playing with skipping ropes, enjoying a scoop and ball game, others played hide and seek while some confidently used the climbing frame with staff supporting them appropriately. Children showed us how they can help themselves if they want to change their equipment for something alternative to play with.

Leaders have purchased more resources for indoor and outdoor use since our last inspection. These include a selection of board games and equipment for outdoor games. Resources are clean, safe and suitable for the various age groups attending the setting.

Leadership and Management — Adequate

Leaders have made improvements since our last inspection and are now compliant with most Regulations and the National Minimum Standards. Leaders have developed risk assessments for areas highlighted at the last inspection as posing a risk to the health and safety of children. Leaders hold regular staff briefings to ensure staff are familiar with how to use playground equipment correctly and how to identify significant, potential risks within the environment. They ensure most mandatory training is up to date. However, during the inspection, not all staff had appropriate safeguarding training relevant to their role. Leaders have a range of policies and procedures in place to cover the running of the club. They provide an accurate statement of purpose which gives parents the information they need to decide whether the club meets their child's needs. Leaders ensure they collect all required information for children.

Leaders are keen to improve upon the service they offer children and their families. They have addressed most recommendations made at the last inspection. Leaders complete regular reviews of the quality of their care. They seek and consider the views of children and parents through questionnaires. However, they do not consider views from staff or identify areas for improvement in the setting.

Leaders now ensure they conduct regular supervisions which provides opportunity for staff to reflect on their strengths, practice and discuss any concerns. They carry out appropriate checks to ensure staff are suitable to work with children before they take up their post. They have appropriate systems to ensure all staff have a current disclosure and barring service certificate (DBS). Suitable ratios of staff to children are always maintained to ensure that children are well supervised. Staff have clear roles and are well deployed, meaning children receive plenty of individual care. Staff shared with us how they feel supported by the management team and are happy working at the club.

Partnerships with parents are good. They provide parents with verbal feedback when they pick up their children as well communicating information via an app. Leaders have a complaints policy in place to deal with any matters arising from parents / carers.

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
25	The provider must ensure they identify any risks and hazards to the health and safety of children and take prompt action to mitigate risks.	Achieved

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
20	The responsible individual must ensure all staff are aware of how to deal with safeguarding matters in line with their child protection policy and have up to date safeguarding training in line with current National Minimum Standard requirements.	New
29	The provider must ensure all staff have appropriate formal supervision and appraisal meetings so they can reflect on their strengths, practice and discuss any concerns.	Achieved
28	The provider must ensure full information and documentation is obtained to evidence the suitability of staff to work with children.	Achieved

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 records of incidents and concerns are fully completed and signed by parents / carers
Standard 7 - Opportunities for play and learning	Promote independence during snack times
Standard 18 - Quality assurance	Develop the annual Quality Of Care report to include views of staff and areas for improvement

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 the Welsh language

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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