Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

PALS 2015

Llanishen Fach Primary School
Heol Uchaf
Cardiff
CF14 6SS



Date Inspection Completed

01/06/2022

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About PALS 2015

Type of care provided	Children's Day Care Out of School Care
Registered Provider	PALS 2015
Registered places	52
Language of the service	English
Previous Care Inspectorate Wales inspection	
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

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 very 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.

The environment is clean, welcoming and well organised. Resources are plentiful and of good quality. Staff follow procedures to ensure the environment is safe and suitable, completing risk assessments and daily checks. The outdoor play area is secure and well resourced. It is well utilised, providing plenty of opportunities for children to be physically active. The indoor environment is welcoming and supports a strong sense of belonging for the children.

Leadership and management of the service is effective. The management team has a clear vision for the service and shares this with staff. Managers support staff well, providing good development opportunities to keep their skills and knowledge up to date. Formal supervision and appraisals are also undertaken regularly. There are good policies, procedures and records in place. Parents are very complimentary and speak highly of the staff and the care their children receive.

Well-being

Children are confident and make decisions about what they want to play with. They join in enthusiastically with activities and are confident to express their opinions because they know care staff will listen to them They approach staff confidently because they know they will listen to them. For example, we observed children asking staff for an additional game to play with. Children contribute to ideas for activities; they are consulted with regularly by staff, both formally and informally.

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. Children can see their work displayed and celebrated around the rooms and this helps to develop self-esteem and a sense of belonging. We saw children laughing and smiling as staff joined in with their play. They particularly enjoyed the craft projects planned for the holiday club, as well as varied outdoor play.

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. 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 interested and excited in the play-based activities in which they engage. Children are active and curious. They are happy and confident to move between activities freely, but also sustain interest in activities of their choosing as well. We saw a group of children persevere well in trying to put together the pitch for a table football game. It was not obvious what pieces would go together, and they used trial and error, as well as discussing ideas with a member of staff, until they were satisfied. 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 able to be very independent in the service. They can access most of the stored resources so they can extend and develop their play themselves. They have lots of opportunities to play both indoors and outdoors. We saw children happily playing independently of staff, who allowed them the space to explore and progress their own play.

Care and Development

Staff are very effective in their roles. They are clear about their responsibilities and they have good knowledge of how to keep children safe and healthy. Meals provided are healthy and nutritious. Staff provide lots of access to physical exercise; extended time outdoors for play is scheduled every day and in dark, winter months the children can access the school hall as a large play space for physical activity. Staff know how to raise safeguarding concerns. They speak confidently about safeguarding procedures and know that leaders will be responsive to any concerns they raise. The staff we talked to spoke positively about the support they receive from the people who run the setting, and they are committed to on-going improvement. There are procedures for reporting the administering of medication, accidents, incidents and existing injuries, but the records of accidents are not always signed by parents to acknowledge the entry. The staff practice fire drills with the children but records showed that they are not practiced with sufficient regularity.

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 take a positive approach to the guiding of behaviour. They are proactive in praising the children when they behave well, thereby reinforcing this good behaviour. They are also very encouraging when the children make a good effort and praise this. It was evident from our observations that the children responded well to this praise and encouragement. No significant issues of behaviour management occurred during the inspection, largely thanks to the positive approach taken.

Staff provide a nurturing and caring environment in which children's play and well-being are well promoted. All staff have a relaxed, happy and caring nature when interacting with the children. They speak with the children in a consistently calm and reassuring manner, and this helps to ensure that the play environment is calm and pleasant. The staff group are keen to ensure they are good play facilitators; they are undertaking playwork qualifications in order to improve their understanding of facilitating play for school-aged children. Staff plan a selection of activities for each day based on upcoming events and children's interests. Children are able to access these as they wish and any other activity is then child-led. This approach helps to ensure that there are always sufficient planned activities for children to choose from as well as being reactive to the children's developing interests.

Environment

The environment is safe, secure and welcoming. Staff are vigilant and supervise children closely at all times. The ratio of staff to children is usually higher than required by National Minimum Standards. Staff complete daily safety checks to identify and where possible eliminate any risks to children's safety. Registers record the times children arrive at and leave the premises. Managers keep records of all visitors to the setting. There are rigorous risk assessments in place for all areas of the setting. Records show all regular and routine maintenance checks for the building and appliances are in place.

The premises provides a rich and stimulating environment for children to play and learn. It is well maintained and in good decorative order. Staff display and celebrate children's work and displays are enhanced with key Welsh vocabulary. There are daily cleaning schedules in place, which leaders increased in response to the Covid-19 pandemic. Toilets are clean and provide children with suitable privacy. The outside play space is very well utilised and we saw the children enjoy the resources made available to them outside. Children also have plenty of opportunities to be physically active in the large hall close to the playroom. We observed children running freely, climbing and playing on scooters. They are able to take suitable risks in a safe environment.

There is a wide range of good quality resources and the layout promotes children's independence. There are sufficient resources such as art and craft material for children to have good variety and choice. Resources are stored at low level, allowing children to choose what they want to play with. Furniture is of suitable size and design for the age range of the children. Staff promote multiculturalism with a good range of resources such as books, games and dolls.

Leadership and Management

Managers are skilled and experienced and overall, manage the service to a high standard. There is a clear vision for the setting, reflected in the statement of purpose. There are clear policies and procedures and staff work consistently in line with these to support the smooth running of the setting. Operational records contain the necessary information. Managers employ an appropriate number of suitably qualified and experienced staff to care for the children. Leaders have high expectations of staff and support and challenge them to do their best.

Children and parents benefit from a service which is committed to improving outcomes for children. There is a comprehensive quality of care report detailing what the playgroup does well and action plan of what they want to improve. Leaders undertake this review annually as required, and take into account the views of children, parents, staff and outside agencies such as local authority advisory staff. We reviewed a sample of the policies and procedures and found they reflect the setting and current practice. The people who run the service work hard to ensure that they deliver high quality care and the fact that they have not received any formal complaints reflects this.

Managers effective in overseeing staff, their time and prioritising activities responsively to ensure that children's needs are met in a timely manner. We observed staff to be well organised and we saw that this allowed them to remain calm whilst delivering care. This calm and relaxed care environment has a positive impact on the children's mood and their interactions. Staff confirmed they enjoy working at the setting. They feel supported, knowing they can approach the people who run the service for help or support if needed. All staff benefit from regular supervision and appraisal meetings to reflect on their practice. Robust recruitment procedures ensure that suitable staff are employed to work with children.

Positive relationships with the community are valued at this setting. Staff told us that they value the relationships they have built with parents and are keen to ensure that parents feel they can approach them at any time. They also spoke to us about the value they place on the links they have developed with the school in which the setting is based. We spoke to parents who were very complimentary about the service and they were all confident to leave their children there. They all reported that staff are friendly and approachable.

Recommendations to meet with the National Minimum Standards

R1. Ensure all accident forms are signed by parents to acknowledge the entry.

R2. Practice fire drills with more regularity.

R3. Ensure incident records do not breach confidentiality, and that incidents relating to staff stored separately for clarity.

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
N/A	No non-compliance of this type was identified at this inspection	N/A

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