Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Clwb Seren

Ysgol Gynradd Carreg Hirfaen
Cwmann
Llanbedr Pont Steffan
SA48 8ET

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

13/04/2023

About Clwb Seren

Type of care provided	Children's Day Care Out of School Care
Registered Provider	Seren Day Nursery Ltd
Registered places	30
Language of the service	Both
Previous Care Inspectorate Wales inspection	03 December 2018
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use, the service.

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

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

Summary

Children have a strong voice at the setting and make decisions about how they spend their time. They form positive relationships with staff and other children, helping them feel happy and settled. Children interact well, enjoying the activities and play experiences they have.

Staff follow effective policies, procedures, and routines to keep children safe and promote a healthy lifestyle. They interact well with the children and promote positive interactions and behaviour. Staff support children's interests and promote suitable activities to support children's play, and enjoyment during their time at the club.

The environment is safe and secure with regular checks conducted by staff. People who run the setting provide an environment that allows children to play indoors and outside. They ensure it is equipped with suitable resources and facilities.

People who run the setting manage the club and the staff well. Paperwork is reviewed regularly and updated when needed. Staff enjoy working at the setting, helping to create a calm and welcoming atmosphere. Regular reviews are completed on the care provided which helps plan for improvements to be made.

Well-being Good

Children are confident communicators as their wants, moods and needs are considered. For example, children can request additional resources, help plan activities or ask for more food during lunch. The views and interests of the children are valued and acted upon. For instance, children started to create a den with the parachute and staff supported and encouraged their ideas.

Children are lively and express enthusiasm and enjoyment. We saw children smiling and settling quickly as they arrived at the setting. They have a strong sense of belonging and they are familiar with routines. Children were fully relaxed, engaged and enjoyed interacting with the people around them. The feelings, affections, dislikes and needs of the children are recognised and supported throughout their time at the setting.

Interactions between children and adults are consistently very good and children cooperate well. The older and younger children are more than happy to play together, sharing toys and resources with each other. For example, while playing with the dolls, one child asked another about their baby, and they took turns while playing ‘What’s the time Mr Wolf’. Children confidently ask questions to staff and answer the staff members questions or follow their requests.

Children are enthusiastic and interested in their play and learning. They enjoy a good range of interesting indoor and outdoor opportunities and can choose to relax and have quiet moments. We saw children moving around the main hall, choosing to draw and colour on the tabletop or lie down on the cushions to read a book. Children are free to explore their indoor and outdoor environment safely.

Children have many opportunities to initiate their own play and activities. There is a good balance of child-led and adult-led activities. They can choose from the resources and toys set out, request additional resources as well as take part in some adult led activities. Children have good opportunities to develop their independence skills, enabling them to do things for themselves successfully. For instance, children could pick and choose which toppings they added to their pizza for lunch.

Care and Development — Good

Nearly all staff understand and implement policies and procedures to promote healthy ways of living, physical activities, personal safety, and well-being. They identify risks and actively manage them. Safeguarding is prioritised and staff confidently answered what they would do if there was a child protection concern. However, not all staff were as confident about what to do outside of the setting's procedures. Staff implement routines to help support and promote a healthy lifestyle. Tables are cleaned prior to them being used for snack and children are encouraged to wash their hands throughout the session. Healthy food choices such as fruit are made available for snack and children have access to drinks throughout the day to ensure they remain hydrated. Staff ensure children have plenty of chances to be active and get fresh air through opportunities to access the outdoors.

Staff understand the behaviour management policy and consistently implement positive behaviour management strategies. For instance, they remind children about expected behaviour and consistently reinforce the behaviour they want to see. They tailor their responses to the needs and abilities of the different ages and stages of development of the children. The interactions are positive, displaying warmth and kindness. They lead by example every time they speak to each other and the children, in a kind and respectful manner.

Staff know the children well and provide suitable care and experiences for the individual needs of each child. They adapt routines and opportunities to ensure all needs are well catered for. For instance, staff offer children free choice in how they spend their time as well as offering some adult led activities. Staff are consistently responsive; they listen and respect the children's opinions. They regularly ask children if they want other resources out and offer options throughout their time at the service. Staff become actively involved in the children's play and learning when it is appropriate to do so or when children invite them to take part. Staff are committed to providing a wide range of play and learning activities. They are sensitive to the needs and experiences of individual children. Staff are supporting children by creating a space in which they can play and operate the Principles of Playwork.

Environment — Good

People who run the setting ensure the environment is safe, secure, and well maintained, both indoors and outdoors. They undertake daily checks, to make sure the environment is free from hazards and record this on a tick sheet. However, on the day of the inspection visit, there was no evidence that heating, and fire safety checks had been completed. Since the inspection visit, the service has shown evidence that all safety checks have been undertaken. People who run the setting organize appropriate cleaning arrangements that reflect good hygiene practices. Their infection control practices adequately reduce any risks to the overall health and safety of children. People who run the setting complete satisfactory general risk assessments which are reviewed regularly and acted upon. However, the risk assessment does not include fire or school collections. They have appropriate fire drill arrangements in place, regularly carrying out fire drills and keeping appropriate records.

People who run the setting ensure that the environment has good indoor play space for children to move freely. They ensure that the environment meets many needs of the children. For example, the indoor area is used for yoga, dancing, relaxation, construction, and tabletop activities. People who run the setting ensure that any outdoor play space is used regularly. The environment is welcoming, warm, and accessible to all. All areas are well maintained and there is a display showing the activities undertaken at the setting, which children pointed to and discussed with visitors.

People who run the setting organize the environment appropriately so that it provides a good range of play opportunities that are suitable for most of the age ranges cared for. Resources are of a good quality and are stored appropriately to keep them clean and well maintained. Suitable facilities are available including toilets and kitchen area for preparing snack. There is a range of suitably sized furniture including chairs and table, which ensure children can be independent and comfortable. There are a wide range of resources to keep children interested and engaged both indoors and outdoors.

Leadership and Management — Adequate

The setting has strong leaders who works positively to develop the service. They have a suitable statement of purpose which reflects the service they provide. People who run the setting have suitable policies in place, which they review regularly and ensure that these are generally implemented in practice. People who run the setting keep the required records and ensure these contain all relevant information and signatures where appropriate. For instance, they collect children's individual information and needs through the settings contracts and record accidents, incidents and administered medicines.

People who run the setting review the quality of care annually. They seek the suggestions of children and their parents/carers. People who run the setting produce an appropriate quality of care report which reviews the feedback, evaluates the service, and makes some plans for improvements they wish to make.

People who run the setting follow a safe recruitment process to safeguarding children. They carry out pre-employment checks on all staff. However, not all evidence was within the files on the day on the inspection visit. Since the inspection visit, the people who run the setting have confirmed that all evidence is in place and available for inspection. The performance management process is good and encourages staff to attend mandatory and other training. Effective supervision and appraisals are carried out with staff. However, not all documents were in place during the inspection visit. Since the inspection visit, the people who run the setting have confirmed that all documentation and records are in place.

People who run the setting ensure that communication and engagement systems with parents are adequate. They keep parents notified generally through photos on their private social media page and share daily verbal feedback. Parents are very happy with the service. The told us that the staff are accommodating, they support children as an individual and go above and beyond for children and parents.

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
15	SOP not in line with regualtion and NMS	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 20 - Child protection	Ensure staff are confident about their responsibility to report concerns to the local safeguarding board without delay.
Standard 24 - Safety	Ensure that all certification for all relevant safety checks undertaken is kept and is available for inspection by CIW.

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 all staff files and other documents are kept in the file for inspection.
Ensure risk assessments are further developed to include fire risk assessment as well as including more areas of the setting.

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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