Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Model School Care Club

50 College Road
Carmarthen
SA31 3EG

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

12/11/2024

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About Model School Care Club

Type of care provided	Children's Day Care Out of School Care
Registered Person	Sian Kavanagh Paul Lloyd
Registered places	56
Language of the service	English
Previous Care Inspectorate Wales inspection	2 July 2019
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	**Good**
Environment	**Adequate**
Leadership and Management	**Adequate**

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

Summary

Children are confident and can make many choices about how they spend their time. They make positive relationships with each other and staff. Children are very familiar with routines and enthusiastic in their play. They enjoy an appropriate range of play opportunities indoors and outdoors.

Staff understand their responsibilities to protect children and work well to keep them safe. They interact positively with children and meet their needs well. Staff provide a range of play opportunities that allow children to choose things that interest them.

Leaders ensure the environment is suitably safe and secure. There is ample space indoors and outdoors for children to play. They have access to a variety of equipment outdoors and a suitable selection of resources indoors.

Overall, leaders provide a safe service for children to enjoy their free time after school. However, some aspects of management do not fully meet elements of the National Minimum Standards and regulations.

Well-being — Good

Children have a good voice and can make their own decisions about how they spend their time at the club. They can play freely with the only constraints being for safety reasons. Children feel valued as staff respect their choices and individual preferences. Children communicate well with each other and staff and are confident to ask staff for support or help. For example, they ask them for additional toys or equipment or for help with an electronic game.

Children are happy, relaxed, and settled. They are very familiar with the club and its routines. For example, they know the arrival routine leading up to snack which helps them develop a sense of belonging and confidence in what they are doing. They develop positive relationships with staff and with other children of a variety of ages and from different schools. Children we spoke to told us they enjoy coming to the club.

Children interact and behave very well. They play together in pairs or groups and happily share and take turns. We saw older children offer help to younger children and there is a buzz as they chat and play co-operatively together.

Children enjoy their time at the club and play with energy and engagement, particularly outside. They choose from a suitable range of activities and resources which they find interesting. Many spend long periods engaged in the activities they choose. For example, many of the children spent much of their time outside playing football, climbing or making up games about monsters. Inside several enjoyed playing electronic games and a few joined in with tabletop games or enjoyed drawing.

Children develop and learn as they play. They develop social skills as they play together and individual skills as they draw, play with construction sets or run about outside. Children have opportunities to develop independence and self-help skills. They take responsibility for their own belongings, such as their coats and bags. They use the toilet area independently. Children know they need to wash their hands before snack and clear away their plates and cups afterwards. Children take turns helping to wash up the snack things.

Care and Development — Good

Staff work well to ensure the safety and well-being of children. They understand their responsibility to protect children. Staff gave confident answers to safeguarding scenarios and understand the steps they would need to take in the event of any concerns they may have about children including any relating to the conduct of the leader or other staff. They know where to find relevant numbers should they need to report something themselves. There is a suitable safeguarding policy in place although it includes references to out-of-date guidance and legislation. Staff accurately record the times they and children attend the club. There are sufficient staff with up to date paediatric first aid training to meet regulations but not to meet the requirements of the National Minimum Standards. There are suitable systems in place to manage and record accidents and incidents. However, the procedures for obtaining relevant permissions and recording any medication administered were not suitable. The registered person has confirmed they have revised their system following the inspection. Leaders provide a substantial, and in the main, healthy snack for children such as sandwiches, toast, fruit, crackers or a small biscuit, squash or milk. Water is freely available to children throughout each session. Staff follow appropriate hygiene procedures and there is a system to manage any allergies. Staff ensure children have plenty of opportunities to play outside.

Staff interact with children calmly and respectfully creating a friendly atmosphere. They greet children warmly when they arrive and respond to their requests for toys and equipment or help and support. They supervise children well and chat with them about what they are doing or what they want to do. There is a positive behaviour management policy in place to support staff should the need arise.

Staff provide a range of play activities and resources, suitable for the variety of ages and stages of development of the children. They plan some activities informally, for example, occasional baking sessions which children have requested to do. However, the ethos of the club is to provide a play-based environment where children can choose what they want to do and how they want to spend their time. Staff respect children’s preferences and support their independence to choose. They support children’s play if wanted or needed such as getting the top off a bubble wand, but also allow them to manage their play themselves. As a result, children have opportunities to develop and learn through activities they enjoy and are interested in. We did not hear any Welsh used in the club.

Environment — Adequate

Leaders ensure the premises are safe and secure. They keep the entrance locked, and staff check equipment and toilet facilities daily. Staff manage children's access to and from the club effectively. The premises are suitably clean and well maintained. The club is based in a school hall, the school carries out appropriate safety checks such as on firefighting and electrical equipment. Suitable written risk assessments are in place for aspects of the club such as for fire, and use of the kitchen and toilets. However, there is not a general written risk assessment for the overall operation of the club although leaders have considered hazards and risks in the operational plan. The registered person confirmed they will transfer this information to a more formal written risk assessment. A recent fire drill was carried out and recorded, however, the previous one was 12 months earlier.

The club operates in a large hall which is light and bright and provides ample space for children to move about freely and play. They have use of canteen style tables and seating and put out toys and resources daily. Children can independently use the range of resources set up although on the day of inspection these were limited in number and scope, and most children spent their time outside. They know they can ask staff for additional resources. Children store their coats and bags on the hall floor. A large, lockable walk-in cupboard provides good space for storing resources and club records. Children can independently access suitable school toilet facilities close to the hall. Staff have use of suitable kitchen facilities to allow for appropriate preparation of food. Children can access a large area of the school grounds for outdoor play. This is a strength of the club and gives children use of a large field, including a football pitch, a play cabin and climbing apparatus, and a playground where they chased bubbles and drew with chalks.

Leaders provide a variety of good quality toys and equipment that are suitable for the children using them. The range ensures children have appropriate opportunities to choose play activities that interest them.

Leadership and Management — Adequate

Leaders and staff work hard to ensure children enjoy their time at the club and recognise it as a time for children to choose and play. Leaders provide a good range of policies and procedures to support the safe and smooth running of the club although one or two do not fully reflect current guidance and legislation. They have a Statement of Purpose in place that largely reflects the service offered and is useful for parents. Leaders have not notified Care Inspectorate Wales of several changes in staff as they had not understood they needed to. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

Leaders are aware of their responsibility to review annually the quality of care provided. They gather the views of parents, children and staff informally through conversations and discussions and produce a basic annual quality of care report. However, this lacks evaluation of outcomes for children and does not identify areas they would like to improve or develop. As a result, leaders may be missing opportunities to develop their setting to its full potential.

Overall, leaders follow safe recruitment procedures to ensure staff are suitable to work with children. However, staff records checked did not contain some of the required information. Since the inspection, leaders have confirmed they have brought the records in line with regulations. Staff we spoke to told us they enjoy working at the club and feel very much part of a team. Newer staff described an appropriate induction process with regular check ins with leaders for the first year. Annual appraisals are in place for all other staff although targets are not always set or purposeful. Leaders carry out periodic supervision meetings but do not record them. Most staff hold childcare qualifications or are working towards them. A few hold playwork qualifications and some are working towards them. However, monitoring for mandatory training such as paediatric first aid and food hygiene is not effective which means some staff do not re-new their training in a timely manner. Since the inspection, leaders have confirmed they have instigated a new system to ensure mandatory training is kept up to date. All staff also work in the school across a range of ages which means they know the children well.

Leaders and staff have a good relationship with the school and with parents. They collect relevant information about children before they attend the club to ensure they can meet individual needs and keep parents informed predominantly through verbal feedback.

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
28 (2) (b) [i]	the registered person had not obtained all the required suitability information on staff prior to employment.	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
31	The provider must ensure they are fully aware of the events they must notify to Care Inspectorate Wales and ensure they do so in a timely manner.	New

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 10 - Healthcare	Ensure there are sufficient members of staff with suitable first aid training.
Standard 24 - Safety	Ensure fire drills are carried out, and records kept, at least every six months.
Standard 18 - Quality assurance	Ensure all paperwork, policies and procedures fully reflect current practice, guidance and legislation.
Standard 18 - Quality assurance	Develop the quality of care review to ensure it forms part of an improvement process to assess and improve outcomes for children.

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)
Consider recording staff supervision meetings and ensure the system of supervision and appraisal contributes in a purposeful way to the professional development of staff and 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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