Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

## Clwb Gofal Betws

The Village Hall, Betws Yn Rhos, Abergele, LL22 8AP

07870954777

**The inspection visit took place on 20/05/2026**

## Service Information:

| | |
|---|---|
| Operated by: | Rowena Pegg, Helen Ryan, Eira Vickers |
| Care Type: | Children's Day Care |
| Registered places: | 16 |
| Main language(s): | Welsh and English |
| Flying Start service: | No |
| Receive funding to provide early years part time education: | No |
| Promotion of Welsh language and culture: | The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people. |

## Ratings:

| | |
|---|---|
| Well-being | Good |
| Care & Development | Adequate |
| Environment | Adequate |
| Leadership & Management | Poor |

## Summary:

Children are happy, settled and confident. They make good choices and follow their interests. They build positive relationships, cooperate well and enjoy activities. Routines support their well-being, and they communicate openly with staff. Most children show curiosity and concentration. They develop independence through daily tasks and enjoy sociable play and snack times.

Staff care for children well and build positive relationships. They understand safety procedures but lack appropriate safeguarding training. Outdoor play supports health. Attendance records are mostly maintained, although minor gaps were identified. First aid and safeguarding requirements are not met because staff have not completed required training.

The setting is clean, warm, and generally safe. Access is secure and outdoor provision is good. Staffing ratios are met, and children are well supervised. Resources are well maintained. However, safety assurance needs improvement. Fire drills were previously not carried out and some

mandatory safety checks could not be verified.

Leaders communicate well and review practice. They support staff and build positive partnerships as they provide a service parents value. However, they do not ensure they comply with all regulatory requirements or follow the National Minimum Standards. We have identified several areas of non-compliance, including priority action notices, and expect the provider to take action.

# Findings:

## Well-being — Good

Children are happy and settled at the setting. They are confident in making decisions about how to spend their time, moving freely between activities and following their interests. For example, some children choose to play on electronic tablets while others play with a toy kitchen. Children are given time and space to make decisions, which supports their confidence and sense of control over their play.

Children settle quickly into familiar routines that support their well-being. For example, they store their bags and coats in a set location and sit at the table to begin a colouring activity. There is a warm, sociable atmosphere where children talk openly with staff about their day. They confidently approach staff for help or to share their ideas. Children value their time at the setting, telling us they enjoy attending to play with their friends and complete craft activities.

Children are treated with respect, and their individual needs are recognised. They interact and communicate well, showing respect for one another, staff and resources. Children take turns, cooperate during games and include others in their play. Many confidently involve staff in their play. For example, using them as a partner to kick a ball. Children enjoy sociable snack times, chatting with friends and staff, which supports their communication skills and sense of belonging. They form friendships in line with their age and stage of development, playing together or alongside each other. We saw a group of children cooperate to build a shelter and problem solve when the wind blew it down. Children express their wishes and ideas confidently. During snack time, children confidently asked for more drinks.

Most children are happy in their play and enjoy the variety of activities and resources available. They are aware of what is on offer and confidently request specific items, such as scooters and bikes, in a polite manner. Children show curiosity and explore both indoor and outdoor play opportunities, including physical activities such as bike riding and playing with ride on vehicles. Most children concentrate for a significant amount of time and enjoy completing activities at their own pace, following their own interests.

Children are given some opportunities to develop their independence skills through daily routines. They take responsibility for their belongings, use toilet facilities independently and practise good hand hygiene.

## Care & Development — Adequate

Staff understand their responsibilities to keep children safe and healthy and are aware of the correct procedures to follow should they have any safeguarding concerns about a child. However, staff have not completed the required safeguarding training. Outcomes for children require improvement because staff have not received appropriate safeguarding training and we expect the provider to make improvements.

Children benefit from regular access to outdoor play, which supports their physical health and well-being. Staff supervise children closely, enabling them to take appropriate risks safely. Suitable systems are in place to record accidents and incidents, and these are completed and signed by staff and parents. Staff record children's arrival times; however, departure times are not consistently recorded, which limits effective monitoring of children's attendance and may impact on their safety. Staff are knowledgeable about children's allergies and health conditions and manage these effectively. They promote good hygiene practices, ensuring children wash their hands regularly and tables are cleaned before and after snack time.

Some staff hold a first aid qualification, however none hold a current Full Paediatric First Aid certificate, and this does not meet the required ratio of at least one trained adult per 10 children. Outcomes for children require significant improvement because staff do not hold appropriate paediatric first aid qualifications, and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Staff have developed strong and positive relationships with the children. They know the children well and understand their individual needs. Staff are consistently warm, patient and kind in their interactions with the children. Their responsive and nurturing approach means children feel very comfortable and relaxed and this creates a positive atmosphere where children feel confident and valued. Staff have a good understanding of children's development and use this knowledge to support behaviour effectively. They act as positive role models and consistently use appropriate behaviour management strategies.

Staff plan a range of suitable play experiences that support children's development and interests. They remain flexible, allowing children to make choices about how they spend their time. Staff actively engage in children's play, which enhances their enjoyment and supports interaction. For example, we observed staff joining children in games outdoors, which promoted positive engagement and enjoyment.

## Environment — Adequate

The setting is located in a village hall adjacent to a primary school and provides a clean, warm and generally safe environment for children. The setting has a good level of security, and the main entrance is controlled by staff. Children benefit from access to the adjacent school's outdoor areas, including a secure garden and yard, which provide space for physical play and exploration.

Leaders ensure that the ratio of care staff to children is correct and that they supervise children well. They ensure that general risk assessments are conducted and reviewed regularly, however fire evacuation procedures are not consistently embedded in practice, and no fire drills have taken place in the afterschool club. Outcomes for children require improvement because fire drills have not taken place during club sessions, and we expect the provider to make improvements. Since the inspection, the provider has submitted evidence to show fire drills are now being completed.

There are appropriate cleaning routines and leaders ensure insurance certificates are valid, however leaders cannot fully demonstrate that the environment is safe because required safety checks could not be verified. Leaders told us that responsibility for checks such as fire alarms, extinguishers and gas and electrical testing lies with the village hall caretaker. However, they were unable to provide written evidence to confirm these checks had been completed. This means there is insufficient assurance that all safety measures are in place to protect children. Outcomes for children require improvement because required safety checks cannot be verified and we expect the provider to make improvements.

Children benefit from a welcoming and well-organised indoor environment that supports their play and comfort. Suitable furniture allows children to take part in activities with ease, and resources are accessible, promoting independence and choice. Outdoor areas provide valuable opportunities for exercise and challenge, supporting children's physical development. For example, we observed children confidently riding bikes and using ride-on toys.

Leaders provide the children with a range of good quality, age-appropriate resources that support their play and development. Resources are available in sufficient quantity to maintain children's interest and engagement. We found toys and equipment to be clean, well maintained and suitable for the ages of children attending, helping to ensure a safe and stimulating environment.

## Leadership & Management — Poor

Leaders demonstrate an understanding of the day-to-day running of the service and show commitment to providing a stable and inclusive environment for children. However, leaders are not familiar enough with key documents, including the National Minimum Standards for Regulated Childcare and the Child Minding and Day Care Regulations, which limits their ability to ensure full compliance.

Leaders provide parents with useful information. The statement of purpose clearly explains how the setting operates. Leaders review policies and procedures regularly and ensure staff follow these in practice. They maintain appropriate record keeping systems, including children's contracts.

Leaders have effective systems to evaluate the service. They complete self-evaluations and gather feedback from parents, staff and children. They use this information purposefully in the quality-of-care report to identify priorities and improve outcomes for children. This is a meaningful process that supports ongoing improvement. Leaders are also proactive in securing funding to improve resources. For example, they obtained a grant to purchase a large storage shed for equipment.

Leaders ensure most staff hold up to date Disclosure and Barring Service (DBS) checks, however one registered person does not have a valid DBS for this service. Outcomes for children require improvement because one registered person does not have a valid DBS in place and we expect the provider to make improvements. Since the inspection, leaders have provided evidence that the DBS application is in progress.

Leaders maintain appropriate staffing ratios and carry out regular supervisions and appraisals to support staff development. Staff told us they feel happy at work and find leaders approachable and supportive. Outcomes for children are poor because staff files are disorganised and do not contain essential documentation, including induction records, health declarations, employment history, references, training certificates, contracts and identity checks. We have therefore issued a priority action notice. The provider must take immediate action to address this.

Leaders develop positive relationships with parents and carers. Parents told us they are happy with the care provided and receive feedback at handover. Leaders also build strong partnerships with other professionals, including the local school and Clybiau Plant Cymru.

# Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

| Summary of Areas for Improvement | Date identified |
|---|---|
| Children may be at risk if the provider cannot show up to date electrical and gas safety certificate documentation. | 20/05/26 |
| Children are placed at risk because they do not know how to safely exit the building during a fire or emergency when attending the after school club. | 20/05/26 |
| Children are at potential risk because staff have not received mandatory training to ensure they have the necessary knowledge and information to deal with safeguarding issues effectively. | 20/05/26 |
| We found poor outcomes for children as Care Inspectorate Wales are not aware of the suitability of one of the registered persons. | 20/05/26 |

| Summary of areas for Priority Action | Date identified |
|---|---|
| We found poor potential outcomes for children as there is nobody working at the setting who has attended the 12 hour Full Paediatric First Aid training course. In the event of an emergency, staff may not be able to respond as effectively as they could do if they had received this training. | 20/05/26 |
| Outcomes for children require significant improvement because the responsible individual has not ensured all of the required information has been included in the staff employment files to ascertain the persons suitability in their role in caring for and safeguarding children and we have therefore issued a priority action notice. The provider must take immediate action to address this issue. | 20/05/26 |

# National Minimum Standards

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.

| Standard | Recommendation(s) |
|---|---|
| Standard 5 - Records | The provider should record children's departure times to further strengthen attendance records and support safeguarding and accountability. |

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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