Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cubs Cwtch Childcare

Prendergast C P School
Stokes Avenue
Haverfordwest
SA61 2RB



Date Inspection Completed

03/10/2024

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About Cubs Cwtch Childcare

Type of care provided	Children's Day Care Out of School Care
Registered Person	Lauren Mathias
Registered places	60
Language of the service	English
Previous Care Inspectorate Wales inspection	This is a post registration inspection.
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	**Good**
Leadership and Management	**Good**

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

Summary

Children are happy and enjoy their time at the setting. They have positive relationships with staff and enjoy the company of their friends. Children are confident to make choices and they engage well in activities available to them. They are helpful and provide positive feedback about the club. Children are well supported in developing independence.

Staff understand and implement policies and procedures effectively to keep children safe. Staff follow the setting's safeguarding policy and procedures. Staff consistently use positive behaviour management strategies to good effect. Staff provide a nurturing and caring play environment. They understand and meet the children's individual needs effectively.

Children are cared for in a safe environment, with plenty of indoor and outdoor space to play. Staff carry out thorough risk assessments. Children have access to furniture, equipment, and a good selection of toys and materials that are appropriate and suitable for their needs.

Leaders promote good outcomes for children. They have a statement of purpose in place which outlines the provision for service users although this requires some updating. Leaders are supportive, accessible and manage their staff effectively. They have engaged positively with Care Inspectorate Wales (CIW) acting swiftly on recommendations and any identified short comings.

Well-being — Good

Children are happy and enjoy their time at the setting. They have a strong and confident voice, for example confidently choosing which activities to engage with and requesting outside play. Children are very engaging communicators. Younger children are keen to chat, engage us in their play and talk about their days in school. For example, one child was very keen to explain they had been given a sticker for good behaviour. Older children happily chatted about the after-school provision and spoke maturely and positively about their experiences. Children have good opportunities to make choices. They choose from a range of activities and play opportunities within the familiar structure of the club.

Children are settled and have formed positive bonds of attachment with staff. Children who are unsettled receive support and reassurance. For example, a younger child who was sad because their friends had gone home was given one to one attention and support. Children express enthusiasm and enjoyment during their time at club. We saw them smile, laugh, squeal with excitement during a game of chase outside and positively join in with other activities. Children happily play alongside each other and together. Clear friendships and bonds of affection are forming. They clearly enjoy playing together following a busy day in school. Children have a strong sense of belonging and are very familiar with routines. For example, they are helpful at tidy up time and form an orderly queue to visit the toilet before snack time.

Interactions between children and staff are consistently positive. Children chatter away to staff and receive appropriate and genuine responses. For example, children share with staff how their days in school have been and look genuinely pleased to see them as they arrive at club. Children clearly enjoy staff joining in with their games and delight in gentle nonsense. For example, children rub out a staff member's picture and giggle as the staff member notices.

Children are enthusiastic and interested in their play. They enjoy a good range of activities that promote their all-round development. We saw children participate in painting, various tabletop activities such as construction toys and outside activities which promote physical development.

Children have good opportunities to develop their independence skills. They are independent within the setting, making sure that they store away their bags and coats on arrival and collecting their belongings at home time for example. Children who require support are confident to approach their friends or staff and ask for help. Most children accessed a drink during their time at the club, however not all children were able to independently access drinks.

Care and Development — Good

Staff understand and implement policies and procedures to promote healthy lifestyles, personal safety, and wellbeing. Staff have a good understanding of their responsibilities to protect children. They respond confidently to child protection scenarios and are familiar with the processes to follow should a concern of this nature arise. Staff supervise children effectively. For example, positioning themselves well, whilst supervising children during outside play. They are responsive to the moods and needs of the children. Responding quickly, for example, when children become restless inside and directing them to outside, physical play. Staff communicate very well with each other and work professionally to ensure safe systems of arrival and departure. They frequently check numbers and staffing levels to ensure that ratios are maintained. They are aware of allergies and individual needs in relation to allergy management. Appropriate accident, incident and pre-existing injury records are in place. Staff implement thorough hygiene practices. Children are encouraged to wash their hands and surfaces are wiped down before food time. Staff provide children with a snack. However, not all children liked the snack provided and there was only one option. Leaders confirm they are currently reviewing the snack choices for children. Accurate records of the children and staff attendance are maintained. Staff ensure children have access to frequent outdoor play experiences, offering them the benefits of physical exercise and fresh air. Regular fire drills are completed so children know what to do in the event of an emergency.

Staff manage children's interactions well. They sit and chat with the children responding appropriately to discussions. Interactions between staff and children are warm and often humorous. Staff display a good understanding of the behaviour management policy and consistently implement positive strategies. They consistently offer positive praise and encouragement throughout the session. Staff respect children who are happily playing alone and want their own space. However, they offer the opportunity to join in group activities if they want to. For example, children were warmly welcomed to the painting table by friends. Staff are attentive to the needs of children after minor bumps and give cuddles if children seek this interaction. They treat children with warmth and kindness. They know the children well and have thorough knowledge of their needs.

Staff are committed to providing a good range of play activities. They are quick to seize teachable moments to extend learning. For example, a member of staff quickly fetched some magnets and gave them to younger children who were playing with metal pans. The staff member encouraged the children to investigate what surfaces the magnets would stick to. Staff promote children's development by providing a balance of adult led and free play opportunities. Staff give children the choice to engage with activities which appeal to them or to play their own games with friends. Staff do not use Welsh to further develop learning.

Environment	**Good**

Leaders have a range of policies in place and ensure the environment is suitably safe, secure, and well maintained. Staff carry out thorough risk assessments of the indoor and outdoor environments to ensure safety and suitability for children's play. However, during our visit we identified that some clutter was stored on the kitchen surfaces making thorough cleaning difficult. The premises both inside and outside is secure, and a robust system is in place to record any visitors to the setting.

Leaders provide a child friendly environment, making certain children have enough indoor and outdoor space to support their play. The setting is bright, welcoming and accessible. Indoors, children use suitable sized seats, tables and furniture, meaning they can take part in activities comfortably. Children can access equipment and resources independently. They also have access to a large outdoor area which includes the school playground, giving plenty of space for children to develop their physical skills.

Leaders ensure children have access to a good range of toys, craft materials and outdoor resources. Activities and toys are available in sufficient quantity to ensure children have a reasonable choice.

Leadership and Management — Good

Leaders are effective in the way they manage and operate the service and are committed to ongoing improvements. They engaged positively with CIW during the inspection process. They update the setting's policies and ensure staff implement these in practice. Leaders maintain and share a statement of purpose although some minor adjustments are required to ensure it accurately reflects the service provided.

Leaders complete an annual quality of care review. The views of children, parents and staff are considered in the review. However, the report does not identify clear targets to further drive improvement at the setting. Leaders ensure that documentation is generally well organised and easily accessible. During our inspection not all requisite information was contained in staff files. However, this has been swiftly addressed and the staff files now hold the correct supporting documents to evidence that robust checks have been carried out prior to employment. Leaders carry out regular appraisals and supervisions providing support and an opportunity to discuss any issues which may arise. Staff speak of an open-door policy with leaders and feel supported in their roles.

Parents are kept informed about their child's day through verbal handovers at the end of each session. Parents we spoke to on the day of our visit gave positive feedback in relation to the service provided and shared that their children enjoy attending the setting. Feedback received from questionnaires of parents following the inspection was positive.

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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	

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 1 - Information	Ensure the statement of purpose includes the requisite information in relation to this setting.
Standard 12 - Food and drink	Ensure drinking water is freely available to children at all times.
Standard 12 - Food and drink	Ensure that the snacks offered are varied and follow Welsh Government's Food and Nutrition guidance for childcare settings.
Standard 22 - Environment	Ensure the kitchen remains clutter free to facilitate effective cleaning.

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 basic Welsh within the setting.
Ensure complete staff files are available for inspection at all times.
Further develop the quality of care review to be more evaluative of outcomes for children and to inform an action plan to support any targets identified.

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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