Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Crwban Bach

Ysgol Caer Elen
Withybush Road
Haverfordwest
SA62 4BN

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

14/05/2024

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About Crwban Bach

Type of care provided	Children's Day Care Out of School Care
Registered Person	Elizabeth Davies
Registered places	26
Language of the service	Both
Previous Care Inspectorate Wales inspection	This was their first inspection following registration.
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the 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 comfortable at the setting. They have positive bonds of affection with staff and form strong friendships with their peers. Children make choices and they engage in activities available to them.

Staff understand the setting's policies and implement them consistently. They promote healthy lifestyles and the children's well-being. Staff manage risks and understand their responsibilities to safeguard children. Staff provide a nurturing and caring environment. They are good role models, building the confidence and self-esteem of the children in their care.

Children are cared for in a safe, clean environment. Staff identify unnecessary risks to children and as far as possible, eliminate them. Children have access to furniture, equipment, toys, and materials that are appropriate and suitable for their needs. Resources are of a suitable design and condition and are well maintained.

The people who run the setting have a clear statement of purpose, which describes the vision for the setting well. They follow safe recruitment processes to ensure there are sufficient qualified and experienced staff for the range of children cared for. People who run the setting support their staff well and ensure they are given appropriate training for their roles. They have good partnerships with the onsite school and parents are supportive of the setting.

Well-being	**Good**

Children’s voice is strong. Children communicate confidently as their wishes and needs are considered. They are given a range of opportunities to make choices and are comfortable asking for specific resources. Many children love being at the setting and express their enjoyment. On arrival, children plan what to do following snack time. For example, children choose their activities, and they have freedom to spend their time on one activity or move from one area to the next.

Children feel safe and happy. They are content and settle quickly as staff welcome them on arrival. They have a sense of belonging and have developed very good relationships. They are very familiar with the routines at the setting. Children are confident to initiate games and ask for support from staff when needed. They have close bonds with familiar adults.

Interactions between children and staff are consistent, with many children communicating confidently. Many children play with others energetically or sit at a table playing a game with a member of staff. For example, we saw a group of children playing a describe the picture card game with a member of staff. Children were seen sharing ideas, working together, taking turns, showing patience, and having fun as they created a pirate ship with building blocks. They have freedom to explore the indoor and outdoor environment, and they show respect towards property and towards each other on a consistent basis.

Children choose from a good range of activities, which are stimulating and interesting. Many of the younger children take advantage of drawing and colouring, board games and craft activities such as gluing heart shapes. Older children enjoy playing ball games on the grass area outdoors. Children from a wide age group use the service and overall, older children are supportive of younger children and are regarded as role models. For example, whilst eating their snack, older children support younger children to open packaging.

Care and Development — Good

Staff understand the policies and implement them consistently. They promote healthy lifestyles, physical activity, safety, and the children's personal well-being. However, during the visit, children were not prompted to wash their hands prior to snack. People who run the setting informed us (Care Inspectorate Wales, CIW) all children wash their hands before arriving at the service. All staff have completed first aid, food hygiene and safeguarding training. There is a child protection policy in place and safeguarding is prioritised. Staff have a detailed understanding of their responsibilities to protect children. Staff follow procedures and complete records in relation to medication and accidents. However, accident records don't include parents/carers signatures. People who run the setting along with the staff communicate this information to parents. Following the visit, people who run the setting confirmed amendments have been made to current records which allow parents to sign and acknowledge the written accident record.

Staff manage children's interactions well, helping children to cooperate and learn social skills well. Staff respond to children's requests, questions and interact in a warm and consistent manner. They offer affectionate praise and encouragement throughout the session. They are kind, caring and sensitive to the needs and experiences of individual children. Staff are good role models. They develop children's understanding of good and consistent behaviours. They move around continuously to support children and sit by them at tables or on the floor to play. The level of communication between the staff and children shows strong evidence that children are happy, comfortable and feel at home in the staff's company. This was evident as one child joked with the leader that they had their own dedicated chair during snack time.

Staff are experienced and knowledgeable. They have sound understanding of child development and how this affects their learning experiences. Staff meet children's individual needs as they know them well. They provide a nurturing and caring atmosphere and give responsive care. Staff promote the development of children by providing play and learning experiences. They have a good understanding of diversity issues and promote the children's rights. When supporting children in their activities, such as drawing, games and sport, they provide freedom and independence. By following the children's interests, they build each child's confidence and self-esteem. Staff promote the Welsh language incidentally. Staff and children communicate confidently in the language of their environment. Staff give verbal feedback clearly to parents upon collection.

Environment — Good

People who run the setting provide effective measures and policies in place to ensure that everyone is aware of their responsibilities regarding the children's safety and welfare. They ensure that the environment is secure and well maintained, both indoors and outdoors. The club is located within the school and the building offers a friendly and welcoming environment with a good sized, open, and safe space, along with a dedicated outdoor area. People who run the setting ensure thorough cleaning arrangements are in place which reflects good hygiene practices. This was evident during the visit and at the end of the session. They maintain purposeful risk assessments, as well as accurate fire risk assessments. However, some of these require reviewing. Following the visit, we saw evidence that the building's safety certificates are in place. The PAT testing had not been fully completed for all electrical items. People who run the setting informed us testing of electrical items is undertaken by the school and testing is underway.

People who run the setting ensure the environment is safe and secure, and children are supervised well. All areas, indoors and outdoors are hazard free and staff complete visual risk assessments daily. All visitors sign in upon arrival and departure. Staff record their and children’s arrival and departure times daily. People who run the setting ensure that the club's paperwork is stored confidentially.

People who run the setting manage numbers and staff to child ratios accurately. The premises provide a good level of security, and the main building is kept locked at all times. As a result, children have the freedom to move around the setting's designated areas independently and safely.

People who run the setting provide a child friendly environment. Indoors, children use suitable sized chairs, tables, and furniture. Children can access equipment and resources independently or can ask for further resources stored out of reach. They also have access to a good-sized outdoor area which includes a grassed area and undercover play area.

People who run the setting ensure children have access to a range of good quality, play and learning resources. Activities and toys are available in sufficient quantity to ensure children have an interesting choice. All toys and games are kept clean, in good order and stored at children’s height. Equipment and furniture are suited to the ages of children attending.

Leadership and Management — Good

People who run the setting have a strong vision and promote good outcomes for children. Staff tell us they are happy and well supported. There are consistent practices throughout the setting and staff work very well as a team. The statement of purpose was updated

during the inspection process to include the service address and now truly reflects what is being offered.

Policies and procedures along with records are in place. However, these need to be reviewed as per date documented. People who run the setting maintain staff files, children's files, and registers. However, there were no contracts in place between the service provider and service users. Staff files were missing some documents during the visit. However, these were updated during the inspection visit to include a signed declaration in relation to proof of identification, a job description and declaration of health. People who run the setting manage the staff effectively through regular supervisions and annual appraisals. Robust checks have been carried out prior to employment.

People who run the setting know their service well. They consult with children and parents as part of the evaluation process and produce a written quality of care review, however staff views are not included at present.

People who run the setting have established a team of staff who collaborate closely and effectively. Staff said they love being at the setting and, despite the work being at the end of the school day, they enjoy the different experiences with children at the setting. They ensure regular training is provided to staff and all compulsory certificates are in place. Staff said they can raise issues easily and individual requirements are considered. Staff have a good understanding of their responsibilities to promote the Welsh language as well as Welsh culture.

Parents are kept informed about their child’s time at the club through verbal feedback. Parents are supportive and praise the setting highly. We saw clear examples of very good relationships and clear communication. Parents told us the service is invaluable and their children enjoy attending.

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
28	Staff files did not include all the documentation required as per regulations.	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 2 - The Contract	Ensure a contract is in place between the service provider and service users.
Standard 24 - Safety	Ensure all policies, procedures and risk assessments are reviewed regularly.
Standard 5 - Records	Ensure accident records are signed for by parent/carer.
Standard 10 - Healthcare	Ensure children wash their hands prior to snack.
Standard 18 - Quality assurance	Ensure staff views are gathered for the quality of care review.
Standard 24 - Safety	Ensure PAT testing is carried out on an annual basis.

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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Date Published 09/07/2024

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