Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Family Support Wales

Storage Giant
Upper Fforest Way Swansea Enterprise Park
Swansea
SA6 8PJ



Date Inspection Completed

09/09/2023

About Family Support Wales

Type of care provided	Children's Day Care Open Access Play Provision
Registered Provider	Child and Adult Support Services Ltd
Registered places	35
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 does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

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Well-being	**Good**
Care and Development	**Good**
Environment	**N/A**
Leadership and Management	**Good**

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

Summary

Family Support Wales provides a community service support programme through focusing on social inclusion and community integration. They support children with additional learning needs to access community leisure activities, ensuring that the support provided is structured around the needs of the children. Children are becoming confident, independent individuals with a strong voice. Staff value children's communication who are very happy as there are good opportunities for them to develop skills, socialise, play and reach their potential.

Staff know the children well and provide high quality care to support the children and their families. They ensure children are safe and secure. Staff are committed to promoting children's wellbeing through enabling them to integrate into community-based activities and meeting their needs effectively.

The majority of care offered is not from a fixed location, however people who run the service occasionally operate a Saturday morning club and a summer club from rented buildings. Our observations during this inspection focused on a Saturday morning club.

People who run the service are dedicated to making a difference in the lives of the children and their families who rely on their support. They commit to continual improvement by frequently reviewing the service they provide and have many strengths, ensuring children are at the heart of all they do. Partnerships are very strong and feedback on the service from outside agencies is exceptional.

Well-being — Good

Children are confident and have a strong voice. They have many opportunities to make choices and decisions about what affects them. Children know staff will listen to them and they are actively encouraged to express themselves. For example, some children wanted to go over to the park and staff promptly put a plan in place to make it happen. Children move freely between different activities and can request resources of their choice. Some children chose to participate in tasks, such as the messy play activities whilst others played independently with the construction resources which they were interested in.

Children have fun, express enjoyment and are thriving. They are happy and positively engaged in play on their own, with their friends or with staff. Children have a good sense of belonging because staff know them extremely well and show a genuine interest in them. Children feel safe, secure and valued because staff are forming strong relationships with them.

Children interact well with staff, and some are learning to respond to their peers when prompted by staff. For example, when a child approached another child to join in an activity, a member of staff explained that they were coming to have a look and reassured the child their activity would not be disrupted. When the member of staff introduced them, the child greeted their new friend. Children of different ages play together and help each other. For example, two children laughed, giggled and worked together whilst completing puzzles.

Children thoroughly enjoy participating in community-based activities that are appropriate for their individual needs and preferences, with the support of staff. They enjoy participating in a range of activities, including bowling, soft play and escape rooms. As a result, children are motivated and spend time engaged in activities of their choice. For example, several children spent an extended period of time absorbed in craft activities to create their own artwork using different coloured glitter glues.

Children are encouraged by staff to do things for themselves, such as wash their hands when appropriate and take responsibility for their belongings when going over to the park. They develop their independence skills through taking part in a variety of different activities and using their initiative. When a child wanted to play with a computer but did not have access to one, staff helped them to come up with ideas to create their own computer.

Care and Development — Good

Staff have a thorough understanding of their roles and responsibilities to protect children. They confidently answered questions around safeguarding procedures and were able to talk about what action they would take if a safeguarding situation arose. Staff keep accurate records relating to accident and incidents which are signed, monitored and evaluated regularly. All staff are experienced and suitably qualified. They hold up to date certificates for safeguarding, positive behaviour management and first aid. Staff consistently implement their training as well as the relevant policies and procedures to keep children safe. For example, staff use appropriate behaviour management techniques when necessary to ensure children are supported effectively. They ensure they always respect children's dignity and privacy.

Staff consistently interact positively with the children, demonstrating warmth and kindness. They have a gentle approach to providing care and express genuine affection to reassure and respond to the children's needs. Staff listen and respect children's views, allowing them to explore and move around freely whilst ensuring they are appropriately supervised. When a child decides to move from a task or activity, staff support them and allow them to engage in their own time and at their own pace. Staff have a good understanding of child development and the impact on a child's behaviour. They know the children extremely well and are confident anticipating when a child may start to feel overwhelmed, over excited or anxious. For example, when a child started to display behaviours that indicated they were about to become overwhelmed, staff responded to the child by encouraging them to move away from the activity and into a different area. They ensured the child had resources that enabled them to feel safe and calm, and the child settled and was later able to re-join their friends in the larger group. Staff are positive role models to the children; they are warm, attentive and frequently offer praise and reassurance, such as *"You are doing great! Well done! That's great - you had a go!"*

Staff ensure children can access an inclusive play provision that enables them to participate in activities and experiences within the local community. They follow children's individual development plans and work closely with children's families to meet their individual outcomes. Staff are committed to supporting children to develop their communication skills, in a way that works for them. They encourage children to engage in something new and different and staff are motivated to support this to happen. For example, a child who has shown an interest in a musical instrument has been helped by a member of staff to develop their understanding of the instrument and the child has learnt to confidently play familiar tunes.

Environment

People who run the service complete risk assessments for all the places visited during the relevant sessions. This ensures that children are cared for in an environment that is safe and meets their individual needs.

We observed children enjoying time at a Saturday club where they are supported to engage in a variety of activities that staff have provided based on children's interests and preferences. Staff and children also told us they particularly enjoy the summer club.

Staff utilise the environment well to meet children's individual needs and provide a safe space to explore. For example, having a quiet area with bean bags, soft seating and cushions allowed children to feel comforted and reassured.

Leadership and Management — Good

People who run the service provide good well-being outcomes for children in their care. The statement of purpose provides detailed information and accurately reflects the service and how it is run. People who run the service have effective policies and procedures to guide staff and ensure the service runs smoothly, however some documents had not been reviewed in the last 12 months.

People who run the setting evaluate the quality of care appropriately, and consistently make worthwhile improvements. They complete a quality of care review and other external frameworks, to assess the quality of the service they provide. However, the quality of care report was not available at the time of inspection. They continually reflect on their practice, seeking feedback from parents, carers, staff children and outside agencies to inform their review. They use this information effectively and carefully consider comments or suggestions to identify areas to develop.

People who run the service manage it effectively and they value and appreciate their staff. They follow a safe recruitment process to safeguard children and have good systems in place to update suitability checks as required. Staff files contain all the required information. Staff take pride in their work and are clearly passionate about what they do.... People who run the setting ensure that regular, meaningful supervision and annual appraisals are integral to their practice and drive improvement. Staff told us they are happy in their roles and feel their working environment is a healthy and supportive one. They refer positively to the induction and training they receive, and they are confident approaching management should they need to. People who run the setting ensure that staff have good opportunities to develop their skills and knowledge through further training.

People who run the service have successful partnerships with parents, carers, a variety of other professionals and outside agencies. They ensure that all communication with parents and carers is effective. People who run the setting have contracts and permissions in place and keep detailed, relevant information on each child to successfully meet individual needs. Parents and carers are confident to approach staff if they have any concerns and they are extremely happy with the support that is provided. They are very highly thought of among outside agencies, many of whom have commended Family Support Wales for all they do. Comments include, *“They have been invaluable support to the families”, “The team have made such a difference in the lives of these children”, “We need more services like them”, “Every single member of staff is hardworking, dedicated and committed”* and *“I have no idea how we managed before them.”*

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

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 18 - Quality assurance	Ensure a report of the Quality of Care Review is completed annually and available upon request.

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 policies and procedures are reviewed annually.

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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