



Inspection Report

Ladybirds After School & Holiday Club

**St Johns Church Hall
Rachel Close
Danescourt
Cardiff
CF5 2SH**



Date Inspection Completed

21/10/2022

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About Ladybirds After School & Holiday Club

Type of care provided	Children's Day Care Out of School Care
Registered Provider	Ladybirds Day Nursery Limited
Registered places	40
Language of the service	English
Previous Care Inspectorate Wales inspection	Manual Insert] 19 January 2017
Is this a Flying Start service?	Manual Insert] No
Does this service provide the Welsh Language active offer?	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.

<u>Well-being</u>	Adequate
<u>Care and Development</u>	Adequate
<u>Environment</u>	Adequate
<u>Leadership and Management</u>	Poor

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

Summary

Children are settled and happy. They are confident communicators and mostly feel that their needs are met. Children are confident to move around the play area and approach staff to ask if they need anything. Most children enjoy their time at the setting and interactions between the children and staff are positive.

In the main, staff keep children safe and healthy. Some policies and procedures are in place but are not always clear enough to ensure staff understand how the setting operates. Most staff do not hold a childcare, play work or first aid qualification. Staff engage appropriately with children and ensure they feel safe and listened to.

People who run this setting generally ensure the environment is safe and have improved risk assessments during this inspection. The facilities available for children are clean and accessible. The indoor environment is spacious but there is no access to an outside area.

Overall, we found that the quality of leadership and management at the service needs to significantly improve. The setting did not meet the legal requirements regarding staff qualifications, and we have issued a priority action notice in relation to this matter. The statement of purpose, policies and procedures were not clear or up to date, but these were improved immediately. People who run the service ensure the suitability checks of staff are complete. Partnerships with parents are good.

Well-being**Adequate**

Children are confident and for much of the time they have a voice and are listened to. They choose freely from activities put out for them and they are aware of other creative items and games stored, as we saw them asking staff for additional resources. Children express themselves well as they ask for more snack, a drink or to use the toilet. Children sit patiently with their hand up at snack time waiting for staff to respond to their requests. Children have little or no choice regarding snack, and there is no alternative food available if they ask for something different.

Children are settled and content. They arrive from school and happily and sit with their peer groups during snack. They are clearly used to the routine of the setting. Children express enjoyment and have formed friendships with peers. They laugh as they run around and play in small groups. They readily approach staff for support or to engage them in their activities.

Children interact well with their peers in a positive and encouraging way. Two children supported each other during a craft activity with one cutting out a shape for the other to colour in. Another child enjoyed sharpening pencils for the group to use. Older children offered to help younger children with their reading and were patient and kind in their interactions. Children display thoughtful manners; they are caring and considerate towards each other. They listen to advice by care staff to be careful not bump into others whilst playing a physical game. Children are polite, as they thank staff for resources given to them during a colouring activity.

Children help themselves to some resources independently. Most children are enthusiastic and interested in their play and choose whether they engage in free play or structured activities.

Children concentrate and persevere well with activities such as cutting and sticking, but also lost interest in other things like playdough as it became too sticky to use. A group of children joined a staff member in the reading area to look at books and spoke at length about a particular story.

Care and Development

Adequate

In general, there are systems in place which are designed to promote the health and safety of children. However, we found that more could be done to ensure that policies and procedures are clear, reviewed regularly and that staff fully understand and implement them well. Most staff do not hold a childcare or play work qualification and insufficient staff hold a first aid qualification. This could impact on the quality of the care they provide. There is a safeguarding policy in place which has been updated during this inspection. Staff have a basic knowledge of safeguarding through their induction. Two staff have since completed a course online. Staff have a good understanding of children's allergies and medical conditions. They are familiar with the procedures in place to ensure children are provided with appropriate food. Staff encourage children to wash their hands before eating and after using the toilet and staff are diligent in ensuring surfaces are clean. Staff conduct fire drills on a regular basis.

Staff are kind in their interactions with children and use positive behaviour management strategies such as praising good behaviour, manners and sharing resources. Staff engage with children who on the rare occasion, show unwanted behaviours and re-direct their energies into activities that interest them. Staff are consistent in managing behaviour and children are clear regarding the rules of the setting. Children behaviour very well.

Staff support children in their play appropriately. They are getting to know the needs of individuals well. Staff support children's choice of play such as making models from dough, reading stories in small groups, and having their hair done at the 'hairdressers'. Staff understand that some children may wish to sit and relax, chatting with friends after their school day. Staff make some toys and resources available so that children's interests, age, stage of development and choice is catered for. A couple of children said that they would prefer more choice of activities each day.

Environment**Adequate**

People running the setting ensure that the environment is generally safe and secure. The external doors are locked, and there is a doorbell system in place for visitors who are asked to sign the visitor book before entering. Staff complete a daily health and safety checklist, and the environment does not present with any significant hazards. However, there are no risk assessments completed for any activities such as collecting children from school, security, and the general environment. A basic risk assessment has been drawn up following the inspection. The premises is well maintained by the owners and the provider liaises with them to ensure that they do all the required safety checks, such as electrical certificates, gas servicing and fire system maintenance checks. The provider agreed to review the fire risk assessment and infection control audit to ensure they are up to date.

The setting operates from a church hall and is set up and put away daily, as the building is multi use. The playroom is a large open plan hall which is clean, spacious, light, and airy. There is a kitchen with a hatch into the playroom and suitable toilet facilities. The setting is welcoming and has some designated wall space where children's creative work is displayed. Areas are set up for different activities and tables and chairs vary in size to ensure they are suitable for all children. There is an area that is set up with books and a couple of cushions, but there is no suitable area where children can relax or nap if they are tired. There is no outside play area and staff told us that children do not have the opportunity to play outside during the autumn/winter.

People who run the setting ensure that, in the main, children have access to furniture, equipment, toys and materials that are suitable and appropriate for their needs. Staff told us that there are systems in place to monitor and replace resources when required. Resources in the store cupboard are well organised and plentiful, and the staff put out a suitable amount daily. Activities are similar each day as staff told us it was what the children liked. However, a few children's surveys told us they would like more choice. We saw very few resources to reflect a multicultural and diverse society.

Leadership and Management

Poor

People who run the setting have not always ensured that the day to day running of the service provides sufficient support or guidance necessary to maintain good working practices and this could impact upon the children's experience of the service. They have not kept the Statement of Purpose up to date and policies and procedures have been unclear and out of date. This can impact on the quality of the induction for staff and parents may not be clear regarding how the setting operates. This is a serious matter but during this inspection these have been reviewed and updated to meet the requirements of the regulations and national minimum standards. Therefore, we have not taken further action regarding this at this time. We have been told that they have been shared with staff and parents following their review. Staff ensure that day to day records such as the daily records of attendance and accidents. There is minimal implementation of the Welsh Government's Food and Nutrition for childcare settings at the service. People who run this service do not provide an Active Offer of the Welsh language.

People who run this service have a process in place to conduct a review of the service, generally on an annual basis. The last review, completed in July 2021 was basic but included the views of service users. There has been no review completed since 2021 and there have been significant changes and challenges to the setting. The person in charge said that they are about to start the review for 2022. They have a process for dealing with complaints and concerns, but we were told that they had not received any. The policy is not written in a way that children may be able to understand it, if they wished to make a complaint.

People who run this setting do not manage staffing well. They told us that they have experienced recruitment and retention issues and as a result, have not ensured that staffing meets the expectations of the regulations and national minimum standards regarding staff qualifications. They have not employed sufficient staff who have a childcare or play work qualification. Also, insufficient staff have a current paediatric first aid certificate as recommended in the national minimum standards. This could impact on the care of children during a medical emergency. This is a serious matter and we have issued a priority action notice because of this. People who run the setting told us of their plans to access play work training for staff which is commencing soon. They provide a basic induction for new staff, who told us that this covered all key areas and ensured they were clear regarding how the setting operates. Staff told us that they feel supported and enjoy working at the setting. People who run the setting mostly maintain the recommended adult: child ratios, this is because occasionally, they use staff from their other registered day care setting.

People who run this setting ensure that suitable communication systems are in place and keep parents informed verbally upon collection of their child. They also use texts and emails to communicate pertinent information regarding the setting. There is a display board in the

foyer displaying information about staffing and general information about the nursery. This has been updated to show current information during this inspection. People who run the setting respond positively to advice given by other professionals to improve children's well-being and identified needs. This includes CIW, Public Health Department, and the local authority. Parents who use this service are happy that their children's needs are met. They feel supported by the care staff at the service.

Recommendations to meet with the National Minimum Standards

R1 update the Statement of purpose to clearly reflect how the setting operates in the holidays and activities offered, such as outside play.

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R2 strengthen the self-evaluation of service process, to identify areas that require improvement and to keep the setting up to date with childcare and play matters.

R3 further update policies and procedures to ensure that they reflect current practice and recent changes to legislation. For example, healthy food policy, safeguarding policy and additional learning needs policy.

R4 ensure staff and parents are fully updated regarding changes to policies and procedures in operation.

R5 review the complaint procedure to ensure it can be understood by children who may wish to complain about the care they receive.

R6 develop cultural and diversity resources, including the Welsh language.

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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
27	The registered persons have not ensured that at all times there is a sufficient number of suitably qualified, skilled and experienced staff to provide care for children as set out in the regulations, this includes promoting their health and welfare.	New

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

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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