



Inspection Report

Clwb Y Ddraig

**Neuadd Y Parc Welfare Hall
Park Lane
Caerphilly
CF83 1FN**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

23/03/2022

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About Clwb Y Ddraig

Type of care provided	Children's Day Care Out of School Care
Registered Provider	Clwb Y Ddraig CYF
Registered places	30
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Is this a Flying Start service?	
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

Summary

Children are happy and settled within the service. They have close relationships with each other and staff, which helps them feel safe and valued. Children can make choices about how they spend their time in the environment.

Staff are professional, appropriately qualified and enjoy their work. They are kind, caring and interact well with children. Staff keep children safe and implement suitable routines, policies and the majority of procedures. They plan meaningful activities in order to meet the interests of the children. However, the use of Welsh is under-developed.

The environment is suitably organised for different age groups and the service is well-equipped inside. There are effective measures in place to keep children safe. Some maintenance of the building is required, and children's displays need to be developed.

People who run the service ensure staff provide a very good level of care for children. They invest and support the development of the staff, ensuring all staff feel valued. They make improvements where necessary in order to benefit the children in their care. Some documentation needs to be reviewed. The service has positive partnerships with parents, and they speak highly of leaders, staff and the care their children receive.

Well-being

Children are happy and settled at the service. The service is very child centred with a strong emphasis on children directing their own play and learning. For example, they arrive happy and smiling, follow a familiar routine and immediately start their activities. They have close relationships with each other and staff, which helps them feel safe and valued. Children tell us that playing outside is the best thing to do at the club.

Children are confident their voices will be heard, and they have various opportunities to make choices. For example, they choose their own activities and move freely between indoors and outside areas. Their independence is promoted as they make choices at snack time, including choosing when to have their snack. They prepare their own snack and make healthy eating decisions from the choices available.

Children behave well and work together effectively. For example, children happily co-operated to build a ship showing sustained interest for a period of time. Children interact well with each other as they chat with each other at the snack table. Routines are embedded and children are very familiar with them. Children told us they enjoy attending and generally speak English at the service. They are familiar with the rules of the service and follow these. For example, a child confidently asks an adult for more resources.

Children enjoy their play very much. Most children engage well with stimulating activities for an appropriate length of time. For example, one child played with a train set independently imitating train noises and getting lost in their imaginary play. Children told us how much they enjoy attending the service and value the time to relax with their friends after school.

Care and Development

Staff create a calm, welcoming and positive atmosphere at the service. They work well together to meet the needs of the children. They support children well to interact positively and thoughtfully with others. They talk to children at their level, giving them their full attention and responding positively. They are proactive and effective in managing risks. For example, one member of staff supported a child to climb a tree giving appropriate support and encouragement. Staff promote healthy lifestyles providing a varied and balanced food menu. Safety is prioritised and staff have a thorough understanding of their responsibility. For example, when the children walk from school, high visibility vests are worn, children walk in pairs and staff space themselves at appropriate distances.

Staff keep children safe, on the whole, by following the service's policies and procedures most of the time. For example, they use daily check lists to ensure the environment is safe and follow Covid procedures. They practice good food hygiene, infection control and follow an enhanced cleaning rota. They follow the services' policies for accidents, incidents and medications. However, a minority of forms did not include all required details and not all staff were clear about the difference between an accident and incident form. This was identified by the service during the course of the inspection. They tell us that they have provided additional staff training following our visit. Staff have up to date training in safeguarding children and all staff we spoke with were confident on the safe procedures to follow in most hypothetical safeguarding scenarios. However, some were not clear on the procedures to follow should there be an allegation against the responsible individual.

Staff have good knowledge of play-based learning have the relevant childcare qualifications. They plan suitable activities to develop a range of skills and they support children well in their play. They share good practice experiences with colleagues from the company's other services, which has a positive impact on their role. Almost all children attend the local Welsh medium primary school. However, there was limited opportunity for them to develop their Welsh language skills at the service. For example, no Welsh words or phrases were displayed as stated in the statement of purpose and no Welsh books were available in the reading area on the day of the inspection. Staff told us more Welsh is used when other staff members are present at the service. Staff share their skills by becoming 'champions' in particular areas and use their expertise to help others to develop their skills. This has enabled staff to develop the range of new and exciting activities for the children. For example, during the inspection they were collecting wooden pallets in preparation for an upcoming wood carving activity. Staff know the children well and are familiar with their likes and dislikes. They use this knowledge to meet children's needs effectively.

Environment

The area is spacious and provides children with suitable spaces to play, learn and relax as well as physical activity. It has a child-centred and friendly atmosphere which promotes children's sense of belonging. Children's development is encouraged with access to good quality toys and equipment, which are labelled and suitably organised. Activities are set up purposefully and promote children's independence. For example, there are areas for role-play, small world play, reading, fine and gross motor skills development. Children move freely between these areas. Other stored resources are rotated in order to give children a varied range of activities. Recycled materials provide the opportunity for children to develop their imaginative play. For example, children use large blue sheets and cardboard boxes to '*sail the high seas*' in a role play situation. These imaginative resources as well as the range of resources facilitate the play and learning opportunities.

The people who run the service implement regular safety checks to ensure that they reduce or eliminate risks. The service is based in a community hall, which is used by other members of the community. Staff complete appropriate checks when opening and closing the service. There are an appropriate number of toilets, which are easily accessible. Paper towels are provided as well as a step to access hand wash basins in order to promote independence. However, the toilet area displayed signs of mould and damp and toilet brushes are accessible to the children. A removable information board is located at the entrance, which provides key information for service users. However, inside the building children's work is not on display and coat pegs are difficult for children to reach.

The relevant gas and electrical checks are in place and the service has valid public liability insurance. Risk assessments are completed for the building, outside area, the children's activities and equipment. There are effective procedures in place to minimise the risk of fire. Fire drills are conducted regularly and at various times of the day. Fire drills and accident records are evaluated and reviewed regularly and as a result risk assessments are continually updated. The service makes good use of a small outside area that gives children the opportunity to play.

Leadership and Management

The people who run the service are very enthusiastic and work hard to build a strong team and good partnerships. The newly appointed person in charge is settling into her new role at the service. She benefits from the company's strong support network and processes. There are suitable policies and procedures in place and records are kept. People who run the service do not consistently notify CIW of significant events such as changes in operating hours for the holiday club. However, this was completed during the course of the inspection. The new statement of purpose now reflects that holiday club will be available if viable due to numbers.

The people who run the service reflect on practice and they value the contributions of staff in this process. Staff have regular opportunities to offer their views at staff meetings, in one-to-one appraisal and supervision, or at any time they feel it necessary. Staff told us that the people who run the service listen to their ideas, and they feel valued. Following staff meetings action plans are completed to drive improvement. All staff complete 5 mandatory qualifications, as a minimum and many have additional training. This training has a beneficial impact on the outcomes for children that attend the service.

The people who run the service complete the annual quality of care review and report. They seek the views of the staff, parents and children on the service. However, the report is a review of the whole company and does not specifically evaluate the quality of care at Clwb y Ddraig. Leaders are committed to improvement and have fully embraced their first full inspection as an integral part of their self-evaluation and improvement planning. The people who run the service have good partnerships with external agencies such as Play Work Education and Training Council Wales (PETC Wales) and this has a positive impact on the running of the service. Leaders set high expectations and actively encourage their team. They are committed to the training and development of their staff so that they can deliver the best experiences for children.

Parents are very complimentary of the service and speak very highly of the staff and the care their children receive. They feel that they are well-informed and told us that they felt the service is supporting their children's well-being and development. Many parents told us that they value the opportunities and experiences their children have.

Recommendations to meet with the National Minimum Standards

R1. Develop further opportunities for the use of Welsh.

R2. Ensure that all areas are suitably maintained.

R3. Celebrate children's work through the use of bilingual displays.

R4. Tighten the reviewing process of policies and corresponding documents and ensure all relevant forms are always completed correctly.

R5. Ensure the Quality of Care report is specific to Clwb y Ddraig.

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

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