



## Inspection Report

Interplay @ The Play Hwb

Interplay Intergrated Play & Leisure  
7 Llangwm Penlan  
Swansea  
SA5 7JT

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**



**Date Inspection Completed**

31/05/2023

## About Interplay @ The Play Hwb

Type of care provided	Children's Day Care Out of School Care
Registered Provider	Interplay (Intergrated Play and Leisure)
Registered places	25
Language of the service	Both
Previous Care Inspectorate Wales inspection	First since registration
Is this a Flying Start service?	<a href="#">Manual Insert]</a> 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.

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<a href="#"><u>Well-being</u></a>	<b>Good</b>
<a href="#"><u>Care and Development</u></a>	<b>Good</b>
<a href="#"><u>Environment</u></a>	<b>Good</b>
<a href="#"><u>Leadership and Management</u></a>	<b>Good</b>

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

### **Summary**

Children are content and settled at this holiday club. They move freely around the setting and choose from a good range of activities designed to meet their individual needs. They form positive bonds with staff and enjoy their time at the club.

Staff work well together to keep children safe and healthy. They often provide one to one support for children and get to know them well. They plan interesting activities to encourage children to engage, play and learn.

The club is based in a converted house. There is ample space for children to move around, play and be active. Children freely access the attached outdoor play space throughout each session. They spend most of their time outside. A good range of resources is available.

This setting provides out of school activities to children with a wide range of needs. The services they offer include holiday and out of school clubs. During this inspection we have only observed the holiday provision. Care Inspectorate Wales carried out the inspection over two visits. During our first visit, we found serious failings in the day to day running of the club including non-compliance with several regulations. This had an impact on children's health, safety and well-being. The responsible individual took an immediate decision to temporarily close all services they offer to four to eleven-year-olds. They remained closed for several weeks. At our second visit, we found significant improvements in the management and operation of the club. The people who run the club are committed to maintaining improvements and providing a high-quality play provision.

**Well-being****Good**

Children have freedom of choice about how they spend their time at the club. They choose what they do and move freely between activities. They communicate confidently in ways which are individual to them because they know adults will respond to their needs. For example, we saw a child laughing as they rolled backwards down a slope on a ride on toy because they knew a member of staff would push them back up again.

Children are happy and settled at the holiday club. They form positive relationships with staff, interacting to throw basket balls through a hoop or talking as they sit together to eat lunch.

Children behave well. They play alongside each other as is appropriate for their ages or stages of development. Many receive sensitive one to one support from staff to help them manage their day and access the activities available such as painting or water play.

Children enjoy their play. There are no constraints on them except where necessary to keep them safe. As a result, they take pleasure in the activities they choose. We saw children spinning around as they sat in large spinners, stepping along sensory steppingstones and playing side by side in the sand tray. Children laughed as they tried on hats and scarves from the dressing up box and involved staff by putting hats on their heads. Some children spent extended periods exploring gloopy paint with their hands or playing with small world toys.

Children have good opportunities to learn and develop through their play and the experiences provided for them. During our second visit, they experienced a much wider range of activities and resources. Consequently, children are consistently engaged, helping them to develop concentration and perseverance. They can develop large physical skills such as when using the climbing frame, throwing balls or playing in the ball pit. Social skills and self-help skills are encouraged as they play alongside each other or eat their lunch independently.

**Care and Development****Good**

People who run the club have policies and procedures in place to support staff to keep children safe and healthy. Staff support children well with toileting and changing needs. They manage these sensitively and ensure they maintain children's privacy and dignity. People who run the club have systems in place to collect information about children's allergies, health and individual needs prior to them attending the setting. There is a suitable child protection policy in place and people who run the club are aware of their responsibility to protect children. However, they did not have systems in place to record and monitor any injuries or marks children may have when they arrive at the club and staff did not follow the procedures for monitoring absence. Staff spoken to demonstrate suitable knowledge in relation to recognising signs of abuse or neglect. However, at our first visit they were less confident about reporting procedures. At our second visit, staff confidently explained child protection and reporting procedures although the role of board members in child protection procedures was not completely clear. At our first visit, staff did not implement suitable hygiene procedures in relation to mealtimes. For example, they did not ensure children washed their hands before eating or have suitable arrangements for where children ate. People who run the club ensure sufficient staff receive relevant training for administering any specific medication children may need. However, systems were not in place to always obtain consent from parents to administer medication or to record if staff administered it. Consent for emergency medical treatment was not in place. There were insufficient staff with suitable paediatric first aid training working in the club. The club records children's attendance and which staff are looking after them. However, they did not record actual times of attendance and they recorded some important daily information on a wipe clean board that they cleared at the end of each session. At our second visit, we found the people who run the club and staff have taken robust steps to rectify all the identified issues and ensure the club runs effectively and safely.

Staff interactions are very positive. They know children very well, often working on a one-to-one basis. Staff support children with skill, friendliness and warmth, acting as good role models. They listen to and respect children's views and act on them accordingly. For example, they enable children to eat where they are most comfortable whilst still providing hygienic, sociable spaces for this. As a result, children learn to be relaxed and comfortable at the club.

Staff are developing a stimulating environment for play, learning and development. They provide most of their activities outside as this is where most children choose to play. Staff set up the general environment with a good variety of appealing activities for children to access throughout the day. They also plan a wider variety of sensory activities such as gloop, bubbles, water play and parachute games which they introduce at different times during the session to stimulate interest and engagement. Staff track children's enjoyment/engagement against skills development. They review each session daily and complete relevant evaluation records.

**Environment****Good**

People who run the club ensure the setting is safe, secure and suitably clean. Following our first visit, they have reviewed practice and improved the security of entry and exit from the premises whilst ensuring they take account of relevant fire safety advice. They have also removed potentially hazardous plants from the outdoor area, improving safety and creating additional play space. They ensure they record visitors to the premises. They have suitable risk assessments in place that they review regularly, and which staff can access. These include some personal risk assessments for individual children. Staff supervise children well and have recently refreshed their knowledge of dynamic risk assessment. A process whereby staff are constantly risk assessing what children are doing, considering the benefits against the risks and intervening if necessary to keep children safe. Staff and children now carry out periodic emergency evacuation practices which they record. They have developed an easy access evacuation bag and purchased a foldable stretcher to ensure they have everything they might need in an emergency.

People who run the club make good use of the available space to provide interesting and fun play experiences for children. Resources and equipment are set up daily outside and promote a variety of learning outcomes for children. A canopy outside provides some shade in sunnier weather and collapsible tables are used to convert play space into eating space. Staff also provide wipe clean picnic mats for children who would rather sit on the ground to eat. The indoor environment provides a further range of resources for children to choose from. For example, train tracks or electronic push button toys. There is also a room with a large ball pit for children to explore. Suitable toilet facilities are situated just outside the playroom.

People who run the setting ensure children access good quality resources which engage and interest them. The layout of the environment supports children's independence as they move around choosing what they do.

## Leadership and Management

Good

The responsible individual has a clear vision for the setting. However, she had not maintained an adequate overview of the day to day running of the club. Following our first visit, she took the decision to close the services they offer to four to eleven-year-olds to re-evaluate and make improvements to their provision. Since our first visit, she has worked well with staff to create a positive ethos and provide a good service. For example, they have reviewed policies and paperwork, including children's records and their Statement of Purpose which now provides an accurate picture of how the club operates. They have notified CIW of relevant changes at the club. They have also reviewed their provision to improve play opportunities and, consequently, outcomes for children.

People who run the club carried out a quality-of-care review in 2022. However, this lacked some detail and did not include the views of staff as is required by regulation. Whilst no immediate action is required, this is an area for improvement, and we expect the provider to take action.

People who run the club follow safe recruitment procedures. However, at our first visit, some paperwork relating to suitability checks was not available for inspection. At our second visit, this had been rectified and records for a new member of staff were complete. A very well qualified and experienced member of the charities wider staff is temporarily acting as the person in charge and most other staff have now undertaken play work training and suitable paediatric first aid training. In-house training and regular staff meetings are now in place to refresh staff knowledge and keep them up to date. People who run the club have re-started an effective system of staff appraisal and supervision. Staff told us they feel well supported to carry out their roles and communication within the club has improved.

People who run the club and staff develop useful relationships with parents and keep them informed about their children through verbal feedback and electronic systems. They have a referral system in place and gather comprehensive information about children and their needs before they can attend.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
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16	The responsible individual must ensure they carry out an annual quality of care review that takes account of the views of children, parents, staff and any relevant other parties, is evaluative and informs an action plan for any improvements or developments they identify.	New
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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.

<b>National Minimum Standards</b>	
Standard	Recommendation(s)
Standard 14 - Organisation	Continue to monitor, embed and further develop recent improvements to the organisation and operation of the club to ensure they are sustained and continue to move forward.
Standard 20 - Child protection	Ensure the safeguarding policy clearly details the procedures to follow in the event of staff having any concerns about the responsible individual including the role and responsibilities of the board of trustees.

Ratings	What the ratings mean
<b>Excellent</b>	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.
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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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