



Inspection Report

Penley Children Club

**Madras School
Penley
Wrexham
LL13 0LU**



Date Inspection Completed

13/02/2024

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About Penley Children Club

Type of care provided	Children's Day Care Out of School Care
Registered Provider	Mother Goose (Wrexham) Ltd
Registered places	32
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since re-registration.
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.

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

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

Summary

Children's opinions and interests are valued and acted upon. They are familiar with the daily routines and enjoy following their own interests. Interactions between children and staff are consistently good and children co-operate well. Children enjoy a good range of interesting opportunities indoors and outdoors and can choose to relax and have quiet times. Children have some opportunities to develop their independence skills enabling them to do some things for themselves appropriately.

Staff are developing their understanding and are working towards implementing most policies and procedures suitably to promote healthy lifestyles. Staff understand the behaviour management policy and consistently implement positive behaviour management strategies. Staff are committed to providing a variety of play and learning experiences.

The people running the setting ensure the environment is welcoming and reasonably well maintained indoors and outdoors. They organise regular cleaning routines that reflect good hygiene practices. However, they have not identified all risks to fully evidence that all emergency procedures meet requirements. The people running the setting organise the environment appropriately so that it provides a variety of play and learning experiences for the age ranges cared for.

The people running the setting manage the setting appropriately. However, some areas require further improvements to meet with regulations and standards.

Children are confident communicators as their wants, moods and needs are considered by staff. For example, children enjoy introducing themselves and showing what they like to play with. They approach staff with confidence to make their requests. For instance, children asked staff politely for cutlery to eat their packed lunch and this was given to them immediately.

Children settle quickly as they are greeted warmly by friendly staff. They are familiar with the daily routines and show how they tidy up their toys and prepare for outdoor play.

Children interact positively with their friends and those caring for them. They are learning about kindness and empathy. For instance, a child asked their friends if they could be part of their team, when their friends agreed this made the child happy. Children are learning to take turns and share their toys well. For example, friends took turns to roll the dice as they played a giant snake and ladders game and shared the utensils in the exploration tray to mark make and roll dough. Children enjoy the social occasion of snack time; they demonstrate good manners and sit by the table maturely.

Children are active and curious learners. For example, a group of friends had lots of fun pretending to make pancakes with play dough, they sprinkle the flour carefully over the dough and practice flipping the pancake in a pan. Children develop their imagination well, dressing up as their favourite superhero and inventing a hide and seek game under soft blankets. Other children enjoy being active outdoors. They confidently pedal trikes and practice their balancing skills, transferring their body weight on the see saw to see how high they can go. Children develop their creativity effectively through a variety of craft activities on offer. For instance, children show excitedly how they have created a snake by threading colourful beads onto pipe cleaners and sticking eyes onto its face.

Children are developing their independence suitably. They show how they wash their hands after using the toilet and before mealtimes. Children sustain concentration appropriately. For example, a child took their time to create their own story using a variety of dolls and props in the doll's house. Other children persevered to hit a ball with a tennis racket. A few children enjoy quiet time and are content to sit on their own to explore the books on offer. Children respond well to opportunities to develop their independence skills, but some opportunities are missed at snack time as staff serve them their food and drink. Children do most things for themselves appropriately and this helps to develop their creativity to experiment and be imaginative.

Care and Development

Adequate

Staff know the children well. They support children to speak and express themselves with confidence and provide them with a consistent timely response to their requests. Staff have a warm and friendly approach to care giving.

Not all staff are fully confident about safeguarding procedures, and a few required prompting when asked about what they would do if they had concerns about a child in their care or if there was an allegation made against a staff member. Staff record children's and their own attendance as part of their wider safeguarding practices to ensure there is a clear audit of who is caring for which child and at what times during the day. Staff understand and implement most policies and procedures to promote healthy lifestyles suitably. However, they do not fully follow the Welsh Government food and nutrition guidance for childcare settings for example, custard cream biscuits were offered at snack time. Staff do provide healthy drink options of milk or water. They encourage children to wash their hands helping them to develop their personal hygiene practice appropriately. Staff encourage children to develop their physical skills well while playing outdoors in the fresh air. Most staff have completed mandatory training suitable for the age range of children being cared for.

Staff record accidents and incidents accurately and make sure parents and carers acknowledge these to evidence they have been kept informed. However, staff do not check that parents and carers are including the correct date on these records. Staff conduct regular fire drills and record the outcome to aid improvements in future practice.

Staff encourage children to co-operate and be kind to their friends. They provide a warm and welcoming environment and make sure children are provided with reassurance and comfort when needed. This creates a relaxed and happy atmosphere. Staff are responsive and sensitive to the individual needs of all children.

Staff collaborate well to build children's confidence. They have a responsive approach to activity planning and organise interesting play and learning experiences, which are led by children's choices and interests. They provide children with clear instructions and demonstrations when starting an organised art and craft activity. Staff provide children with varied and valuable opportunities to learn about the world around them. Photographs showed children exploring celebrations and festivities appropriately through a variety of craft and story book activities. They have enjoyed a visit from a professional in the community to learn about nature by observing an owl, noting its form and beauty.

Environment

Adequate

The people running the setting make sure the environment is welcoming, clean and secure.

However, the people running the setting do not have sufficient measures in place to ensure everyone is aware of their responsibilities in relation to the safety and welfare of children. For example, they have not taken appropriate action to fully address the requirements in the Local Authority fire risk assessment report nor have they identified all risks. They are unable to evidence all emergency procedures are understood by all staff and that they undertake robust daily health and safety checks before children enter the premises. This is placing children's health and wellbeing at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Recent investment in the indoor play area has included an additional toilet for children to use and a new staff kitchen. The people running the setting ensure staff supervise children appropriately throughout their play and learning experiences. They make sure the environment has sufficient indoor and outdoor play space for children to move freely and develop their play. Play areas are suitably organised with good quality toys, resources, and furniture suitable for the ages cared for. Areas for rest are presented nicely and are inviting to children to have some quiet time to read books.

The people running the setting make sure children have easy access to recycled and sustainable resources to further develop their sensory skills and curiosity. They ensure there is a designated area for children's personal items, which creates a sense of belonging. The people running the setting have created attractive themed wall displays to raise children's awareness about their Welsh heritage. They present children's artwork nicely to show children their efforts are valued.

The outdoor play area is spacious and offers children a variety of opportunities to develop their physical skills well. For example, by providing children with swings, slides, see saw and a range of pedal vehicles. There are opportunities for children to learn about the natural world and practice their gardening skills through planting and growing flowers.

Leadership and Management

Adequate

The people running the setting are committed to making improvements to create better outcomes for children. They manage the setting appropriately. However, some areas require further improvements to meet with regulations and standards.

The people running the setting have a satisfactory statement of purpose that reflects the service provided. However, they have not reviewed all their policies regularly to ensure they contain up-to-date information. The people running the setting notify Care Inspectorate Wales (CIW) of significant events which impact on children's welfare. They have a suitable understanding of their responsibilities to promote the Welsh language, however, staff lack confidence in using basic Welsh words consistently to help develop children's understanding and use of the language.

The people running the setting have completed a report reviewing the quality of care. They have drawn from children and parents' comments to highlight what the setting does well and what requires improvement. However, they have not included the comments of staff or other professional agencies to fully evaluate the setting. The responsible individual confirmed this will be actioned when writing the next report to review the quality of care.

The people running the setting have ensured the Disclosure and Barring Service (DBS) certificates for nearly all staff working at the setting are current. Following our visit, the responsible individual confirmed this has now been addressed for all staff. However, they have not ensured all the required information has been gathered in the staff employment files. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The people running the setting have undertaken appraisals with staff but have not conducted formal supervision discussions with staff to talk about and record their welfare, practice, training needs, safeguarding and professional development. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The people running the setting record safeguarding concerns, but they do not keep a record of the outcome and what action has been taken. Staff spoken to said they feel supported in their role and enjoy working at the setting. The people running the setting had not collated all the required information in the children's individual records. Following our visit the responsible individual took immediate action to address this matter and submitted satisfactory evidence to CIW this has been completed.

The people running the setting have built positive partnerships with the hosting school. They invite organised visits from professionals in the community to raise children's awareness about wildlife, caring for animals and developing their sporting skills. Such experiences enhance children's awareness, knowledge, and social skills. We did not have the opportunity to speak to parents.

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
38	The responsible individual must ensure fire doors are easily opened from the inside as a means of escape for staff and children in the event of an emergency. The responsible individual must ensure all staff conduct a thorough health and safety check before children use the premises and are fully knowledgeable and aware of the fire safety procedures for the setting.	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
28	The responsible individual must ensure all of the required information has been collated in the staff employment files to ensure the person's suitability in their role for caring and safeguarding children.	New
29	The responsible individual must ensure all staff receive regular formal supervision to discuss their welfare, professional development, safeguarding and practice. The responsible individual must ensure these discussions are formalised and recorded to evidence they have been undertaken.	New

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 20 - Child protection	Revise safeguarding procedures with all staff to ensure they are confident and able to put the policy into practice and are aware of safeguarding and child protection issues.
Standard 5 - Records	Ensure all accident and incident records are consistently dated and acknowledged correctly by parents and carers to evidence they have been kept informed.
Standard 5 - Records	Ensure the recorded safeguarding concerns include the action taken and outcome.
Standard 18 - Quality assurance	Include the comments from staff and other professional agencies to fully evaluate the setting when writing the report to review the quality of care.

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 all policies and procedures are reviewed regularly, updated and contain reference to current Welsh legislation and guidance.

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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