



## Inspection Report

**Playworks Childcare Ltd - Osbaston After School Club**

**Osbaston Church in Wales School  
Osbaston Road  
Monmouth  
NP25 3AX**



**Date Inspection Completed**

16/11/2022

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## About Playworks Childcare Ltd - Osbaston After School Club

|  |   |
|--|---|
| Type of care provided                                      | Childrens Day Care<br>Out of School Care  |
| Registered Provider  | Playworks Childcare Limited   |
| Registered places  | 32  |
| Language of the service                                    | English   |
| Previous Care Inspectorate Wales inspection                | 16 February 2017  |
| Is this a Flying Start service?                            | 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. |

|  |                 |
|--|-----------------|
| <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>Adequate</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 happy, settled and relaxed at the club. They enjoy their time, having good fun with their friends. They have developed close relationships with the staff who know them very well. Their opinions are highly valued, and they have many opportunities to contribute their ideas and opinions. We have made a recommendation in relation to developing children's independence at snack time.

Staff keep children safe and implement policies and procedures successfully. Interactions between staff and children are consistently warm with staff effectively supporting children's needs. They plan a range of fun activities led by the children's interests. We have made a recommendation in relation to the use of Incidental Welsh.

The environment is safe, secure, clean and well maintained. There is a suitable selection of age-appropriate activities and resources available to keep children engaged and promote their all-round development. Risk assessments are robust and reviewed regularly to ensure children's safety. We have identified an area for improvement in relation to the completion of safety checks for the premises.

The leadership and management of the service is effective. Staff feel well supported by management and enjoy their work. Policies and procedures are comprehensive and detailed. Parents are complimentary about the care their children receive. We have made a recommendation in relation to regular staff meetings being held.

Children have a strong voice at the club. They follow their own interests and have many opportunities to choose what activities they would like to take part in. For example, upon arrival, two children requested to play with building blocks, and they were able to do so. They express their views and opinions on the service through the use of a suggestion box and the completion of regular questionnaires. They participate in children's club meetings, giving suggestions and ideas about improvements, including any ideas for new resources. For example, children said they would like to have watercolour paints at the club, which were then purchased.

Children feel safe, happy, and valued. They have a sense of security as they are extremely familiar with the daily routines. They arrive into club calmly after school, selecting resources and activities to play with and settle immediately as they chat to their friends and staff about their day. They have formed strong bonds with both staff and peers. Children spoken to as part of the inspection said that they enjoyed being at the club and had fun while they were there. Upon collection time, we heard children say, *"I don't want to leave yet as I'm having too much fun"*.

Children develop positive, healthy relationships with their friends and staff and interact well with one another. For example, whilst making a tower from construction blocks, we heard a child say *"Look, this is how we do it"* as they showed other children how to balance blocks. Children are becoming sensitive to the needs of others. For example, when a child seemed upset, we heard another child say, *"It's okay, I'll take care of you, now let's go and play"*. They are beginning to manage their own behaviour and respond well to praise, and encouragement provided by staff.

Children enjoy fun and interesting play opportunities and are engaged in their activities whilst at the club. They benefit from a worthwhile variety of age-appropriate resources and can access their favourite games. We heard children request to play their favourite team games which they thoroughly enjoyed. Others worked together to build models of their choice. Children are keen to share their work and achievements. For example, we heard a child say *"Look, I've made a football pitch"* as they smiled and held it up proudly.

Children's self-help skills are developing well. They take responsibility for their personal belongings and put on their own coats and shoes. All children access the toilet and wash their hands independently and follow instructions such as tidying up and putting resources away. During children's club meetings, older children take responsibility for making a record of discussions held. During snack time, children eat independently. However, we noted that further opportunities to develop independence such as serving themselves and pouring their own drinks were missed. The person in charge told us how children used to serve themselves prior to the Covid-19 pandemic, but this has not yet been re-introduced.

## Care and Development

Good

Staff follow clear procedures to ensure they meet the health and safety needs of children. They are well qualified, providing children with positive care experiences. They receive regular safeguarding training, and most staff are confident in their role, reporting any concerns in line with the setting's safeguarding policy. Staff keep effective records relating to accidents and incidents which are signed by parents and monitored and evaluated regularly. Although the person in charge told us that medication is rarely administered, there are beneficial systems in place to record the safe administration of prescribed medication. Staff ensure parents are kept informed. Most staff hold paediatric first aid training, and a suitable number of qualified staff are always on duty, enabling them to deal with minor accidents confidently. Food provided to children is freshly prepared, healthy, and nutritious with staff following clear and agreed procedures to manage any allergies or individual dietary requirements. Staff also ensure children have access to daily outdoor play experiences, offering them the benefits of physical exercise and fresh air. Most staff hold relevant food hygiene training, and all staff follow correct cleaning procedures as part of the infection control process to help keep children healthy and safe.

Staff have positive relationships with the children and act as good role models, treating children and each other with dignity and respect. They work together to ensure they have a consistent approach to managing behaviour in line with the club's policy and implement strategies such as behavioural plans where necessary. Targets for children are set through the use of positive affirmations such as 'I will play calmly, 'I will speak politely' and 'I will show respect'. When children show unwanted behaviour, staff encourage them to think about the impact their behaviour might have on others and involve them in creating solutions. For example, as children squabbled over whose turn it was to play miniature football, we heard staff say, *"How are we going to resolve this problem, can you give me any ideas?"* Staff always use positive praise, and we heard phrases such as *"Well done"* *"Thank you for listening"* and *"Wow, that's amazing, you are so talented"* often. They remind children to use manners such as 'please' and 'thank you'.

Staff support children's learning and development positively and respond to individual needs, abilities and backgrounds ensuring children enjoy their time at the club. They plan a range of activities and experiences that appeal to children's interests, taking their ideas into account. For example, children told us how they have previously undertaken cooking activities, making their own pizzas and soup upon request. For children requiring additional support, staff are proactive in their approach, seeking support and guidance from the local school and outside agencies as needed. During the inspection, we noted that staff do not promote the use of the Welsh language. However, they told us that they are currently working on developing their skills and confidence in this area.

## Environment

Adequate

Staff who work at the setting ensure that the environment is clean, safe and secure as appropriate policies and procedures are implemented. They ensure only authorised persons have entry to the setting and maintain a log of any visitors. Registers record the time children and staff arrive and leave the premises. A range of beneficial risk assessments are in place and staff conduct daily checks of the environment to eliminate any possible risks to children's safety. Regular fire evacuation drills are undertaken with the children alongside reverse fire drills ensuring that everyone is aware of how to leave and re-enter the building safely. Fire equipment is regularly tested, and most routine maintenance checks are carried out efficiently. However, during the inspection, it was identified that people who run the service did not have a clear system in place to maintain oversight of when gas or electrical checks for the premises were due or hold copies of the relevant certificates for their own records. These were sought during the inspection; however, we noted that the annual gas safety check presented was out of date. This was discussed with the Responsible Individual (RI) and a further updated annual gas safety certificate was obtained. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The club is based in a primary school setting using the infant hall and playgrounds as its activity space. The environment is functional, bright, airy and well maintained, providing ample space for children to play and learn. Activities are set out across the indoor hall such as construction, arts and crafts, and miniature table games. We noted that there is little opportunity to create areas such as cosy corners or display children's artwork to help create a sense of belonging. However, as a pack away setting, the people who run the service told us that they are limited as to what they can provide in terms of creating a homely environment. Children have regular access to a large outdoor area in the school grounds allowing them to relax, explore and develop their physical skills. For example, during the inspection children enjoyed a variety of games such as football or tag. Staff follow a well-established cleaning rota and ensure that bathrooms are well stocked with toilet roll, soap, and paper towels to support children's independence.

Children have access to a range of suitable, well maintained and age-appropriate resources, which the children can easily access. For example, children could easily access a range of craft materials when they chose to make collages. An interactive whiteboard is also available for children to access independently where they can sing-along and dance to their favourite songs. Furniture is of a suitable size and design and school dining tables are used for children to sit down together for snack and complete activities. The club has use of an indoor storage cupboard and the person in charge told us how they have recently set up an additional outdoor storage unit to accommodate recently purchased resources such as a gardening kit and tuff tray for sand. There is a limited number of Welsh and multicultural resources available. Staff monitor resources to ensure they are of good quality and relevant to children's interests.

## **Leadership and Management**

**Good**

The leadership and management of the service is strong. The statement of purpose provides parents with detailed information on how the setting runs, allowing them to make an informed choice about its suitability for their child. People who run the service have developed a good range of effective policies and procedures, which are regularly reviewed,

setting a clear vision, ensuring that the service operates smoothly on a day-to-day basis. There are suitable record keeping systems in place and routine records such as children's contracts, registers of attendance and daily checklists are maintained appropriately and are monitored by the person in charge. People who run the service always inform Care Inspectorate Wales of events set out in regulations providing relevant information at the correct times in order to ensure that children are safeguarded, and their welfare promoted.

People who run the service and the person in charge plan effectively for improvement and there are established systems in place for the evaluation of the service. They continually self-evaluate and seek feedback from parents, staff, and children to inform the annual quality of care report. For example, children and parents can freely use the suggestion box provided and they complete annual feedback questionnaires. This information is used effectively, carefully considering comments or suggestions to identify areas for improvement. People who run the service are open to suggestions and keen to make improvements to continually improve the quality of the service provided to parents and improve outcomes for children.

People who run the service value their staff and provide thorough inductions to equip them to do their job well. They are supportive and committed to ensuring that the whole workforce implements good working practices. Staff files are well organised and demonstrate that leaders are clear about their responsibility ensuring staff are recruited safely and effectively ensuring that relevant checks are undertaken. There are enough qualified and experienced staff to make sure children are always well cared for. Staff told us they feel supported by a management team who are available for advice, guidance and support throughout the working day. Regular supervision and annual appraisals are undertaken and recorded appropriately and help staff to support their professional development. Due to recent inconsistency with staffing, we noted that formal staff meetings are not routinely held. This would ensure that staff are kept up to date on relevant information and allow them to discuss any issues relating to the running of the setting.

Both the person in charge and staff have positive relationships with parents and carers and effective partnerships ensure children's needs are met. A handover is provided to parents on collection, with verbal information shared about their child's time in the setting. Parents reported a good level of satisfaction with the club and the care their children receive. Comments from parents included "*Staff are very friendly, approachable and kind*" and "*The staff are lovely, and my children are very safe and happy*". There are strong links with the adjoining school to ensure appropriate support is available for all children.

### **Recommendations to meet with the National Minimum Standards**

R1. Re-introduce further opportunities for all children to develop their independence at snack time.

R2. Develop the use of incidental Welsh.

R3. Re-introduce formal staff meetings and ensure they are held regularly.



### 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 |
|------------|---------|--------|
|------------|---------|--------|

|    |   |          |
|----|---|----------|
| 25 | The Responsible Individual (RI) has failed to ensure that appropriate certificates for both the electrical and gas safety of the premises are obtained for their own records which has resulted in the gas safety check for the premises not being completed in a timely manner. Ensure that a gas safety check for the premises is completed annually for children's safety and relevant records obtained. | New      |
|    | failure to notify change of facilities  | Achieved |

| 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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