



Inspection Report

Oakleigh House School Out of Hours

**Oakleigh House School
38 Penlan Crescent Uplands
Swansea
SA2 0RL**



Date Inspection Completed

06/07/2022

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About Oakleigh House School Out of Hours

Type of care provided	Children's Day Care Out of School Care
Registered Provider	Cognita
Registered places	50
Language of the service	English
Previous Care Inspectorate Wales inspection	21 March 2017
Is this a Flying Start service?	No
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.

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

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

Summary

Children are confident communicators as their wants and needs are considered. They are content and express enthusiasm and enjoyment. Interactions and co-operation between children and care staff is positive. Children are enthusiastic and interested in their play. They have a good range of interesting opportunities indoors and outdoors.

Care staff have a good understanding of their responsibilities to protect children, with thorough training and policies in place. They positively interact and engage with children and know the children very well. Care staff are committed to providing a broad range of play and learning activities.

People who run the service have worthwhile policies and practices in place. They ensure the environment is suitably safe, secure, and well maintained indoors and outdoors. The setting is well equipped, with a range of resources and activities.

Overall, the leadership and management of the service is effective. However, we have noted two Area for Improvements, in relation to Disclosure and Barring Service (DBS) checks and staff appraisals. There are strong procedures in place for self-evaluation of the service. Parents and children are happy with the service provided.

Children are confident communicators as their wants and needs are considered. For example, children are listened to when they wanted to carry on painting at tidy up time. Children's opinions and interests are valued and acted on. Older children told us they wanted to colour outside, and they were able to get colouring pens and paper. Children have free choice of activities and choose what interests them.

Children are content and express enthusiasm and enjoyment. They have a strong sense of belonging. They form strong friendships and are very familiar with routines. We saw all children interact successfully with one another, smiling and engaging with their friends and care staff. All children are very familiar with routines. For example, at tidy up time they help to tidy up and put resources away.

Interactions and co-operation between children and care staff are positive. We saw children engaging cooperatively when 'building' a house with blocks, whilst older children enjoyed playing football together. Children are actively interested and engaged. We heard a child say "*I'm coming, I'm on my way*" to their friends, when other children needed help to build a train track. Children are very polite and naturally use good manners without prompting.

Children are enthusiastic and interested in their play. They have a good range of interesting opportunities indoors and outdoors. Children actively take part in child led play with support from adults, as needed. They are encouraged to take part in activities which result in a good feeling of achievement. For example, a child created a building and wanted to keep it rather than dismantle at tidy up time, this was encouraged by care staff. Children have freedom to choose when they want to relax and rest.

Children independently choose activities and resources from the selection available. They have an interesting range of opportunities which allows them to follow their own interests. Children are developing their independence skills successfully. Children take responsibility for their own belongings, such as their coats and bags. They access their own drinks independently. Younger children are reminded and encouraged to use the bathroom independently.

Care and Development

Good

Care staff spoken to as part of the inspection, fully understand and consistently implement policies and procedures in place at the service to keep children safe. Care staff have a good understanding of their responsibilities to protect children, with thorough training in place. They are aware of individual information and arrangements for children with allergies. Accident forms are completed for children when an injury occurs, however, parents do not countersign them. Children access toilet facilities and wash hands regularly, with support when required. The service encourages children to drink water, with drinks accessible for all. A light snack is provided to children at the start of the session, which adheres to the nut free policy on site.

All care staff fully understand the behaviour management policy and consistently implement positive behaviour management strategies. Care staff use gentle tones and positive reinforcement with the children. We heard care staff saying, *“Well done”, “good tidying” and “fantastic!”*. They appropriately explain to children about unwanted behaviours. For example, we heard care staff remind children to not throw playdough as *“it might hurt us, or our heads”* with children responding promptly. Care staff positively interact and engage with children; when tidying up care staff and children were saying together *“teamwork makes the dream work”*. All care staff are consistently responsive and demonstrate warmth and kindness; they genuinely listen to and respect children’s views. Care staff know the children very well. For example, when a child had received good news in school, care staff enthusiastically said to the child *“we have lots to tell your parents tonight!”*.

Care staff are committed to providing a broad range of play and learning activities, suitable for the age and stage of development of the children. For example, we heard care staff interacting with children whilst playing with playdough. *“Have we got a gingerbread man?”* whilst the child proudly showed the ‘biscuit’ they had made. We saw children encouraged to choose what they wanted to paint. Care staff discussed with children about the butterflies that were released earlier in the day and suggested painting a butterfly.

The planning in place follows the children’s interests, with children able to choose activities they are interested in. People who run the setting confirmed that they have meetings to plan for upcoming weeks and holidays. Most care staff promote children’s learning effectively. No Welsh was spoken by care staff or by children.

Environment

Good

People who run the service have worthwhile policies and practices in place and ensure that the environment is suitably safe, secure, and well maintained indoors and outdoors. They regularly carry out safety checks, with internal audits and reviews in place. Risk assessments are thorough and completed regularly. A secure entry system is in place, with a buzzer video phone on the main entrance and side entrance door. An electronic signing in and out system is in place for visitors, with an effective visitor policy in place.

People who run the service ensure the environment has purposeful indoor play space for children to move freely and explore. For example, children can use a range of areas including messy play areas, tabletop, or carpet areas to develop their play. They ensure the environment always meets the children's needs and enables them to reach their full potential. The outdoor area is equally well equipped, with a range of resources and activities, split in two areas, for older and younger children. This allows for activities such as football to take place in a safe area away from younger children.

People who run the service organise the environment well so that it provides a good range of play opportunities suitable for all the age ranges cared for. Children can access toys and resources from shelves and storage facilities. Older children have access to their own individual laptops, which allow them to complete their homework. Children are also able to request anything that is out of reach or that they wish to play with from care staff. The service has a range of displays, which promote children's rights and values across the service. The premises are very welcoming, warm, and accessible.

People who run the service ensure that all children can easily access a range of quality age-appropriate furniture, toys and equipment both indoors and outdoors to stimulate the children's interest and imagination. The service is clean and well maintained.

Leadership and Management

Good

The setting has a Responsible Individual (RI), who works closely with the Person In Charge (PIC) and office management staff to ensure a generally well-run service. During our inspection, not all long-standing staff members had current Disclosure and Barring Service (DBS) certificates. This was due to an organisational policy change in head office, which follows an English system. Following the visit, prompt action was taken to address this, with DBS checks instigated for all staff members and confirmation that they will be on the annual update service. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. People who run the service regularly review and update the setting's effective policies and implements these in practice. Following the inspection visit, the statement of purpose has been updated to reflect changes in care staff and to ensure it includes all regulatory information.

There are strong procedures in place for self-evaluation of the service. In July 2021, the people who run the service reviewed their practices. The quality of care review is a purposeful document that reflects the feedback collected and supports a plan that improves outcomes for children.

People who run the service implement robust recruitment procedures, which ensures care staff are suitable to work with children. Care staff are qualified or working towards appropriate qualifications, with two staff due to undertake play work qualification. They receive extensive training and keep up to date with mandatory training. They have opportunities for further professional development, which ensures the service continues to improve. Care staff work extremely well as a team to support each other and promote children's play and development. People who run the service values their care staff, with regular weekly meetings/supervisions taking place. However, no annual appraisals for the out of hours role have taken place with staff members, although they have undertaken appraisals for their school role. The people who run the service have confirmed that in future all care staff will have a specific section relating to 'Out of Hours' as part of their annual appraisal. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

A huge strength is the organisation of the service, with new communication systems in place. For example, the recent implementation of an electronic booking system and use of electronic forms, allowing all information to be up to date and regularly reviewed. As part of the inspection process, we gained the views of parents and children, they told us they are happy with the service.

Recommendations to meet with the National Minimum Standards

R1. Ensure accident forms are countersigned by parent/ carer

R2. Develop use of Welsh with children

R3. Ensure the statement of purpose is regularly reviewed and uploaded via online account

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
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20	Not all staff have current enhanced Disclosure and Barring Service (DBS) checks in place. Ensure that all staff have current DBS checks in place.	New
29	Staff members have not received an annual appraisal. Ensure staff receive annual appraisal which allows them to effectively support the needs of children.	New

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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