



Inspection Report on

Clwb Gofal Mes y Dderwen

**Ysgol y Dderwen
Heol Spurrell
Carmarthen
SA31 1TG**



Date Inspection Completed

09/06/2022

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About Clwb Gofal Mes y Dderwen

Type of care provided	Children's day care Out of school care
Registered person (RP)	Dylan Evans
Maximum number of registered places	80
Language of the service	Welsh
Date of previous Care Inspectorate Wales inspection	21 August 2017
Is this a Flying Start service?	No
Does this service provide the Welsh-language Active Offer?	Yes. The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh-language and cultural needs of people who use, or may use, the service.

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

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

Summary

Children are happy and communicate confidently with their peers and care staff. They have formed good relationships and enjoy taking part in the activities, where they show good independence skills.

The care staff understand and follow policies and procedures to ensure healthy lifestyles, safety, and the children's personal well-being. Many care staff are kind and interact positively with the children as they ensure that their needs are met.

The people who run the service ensure that the environment is safe and that most of the effective measures are in place to ensure that everyone understands their responsibilities. They provide a good range of resources according to the children's age and development in order to further develop the children's skills.

The people who run the service ensure that most regulations are met, and they have a vision for the future. The partnership is good between the school and the parents. However, we have issued two areas for improvement and one priority action notice together with seven recommendations.

The children have good opportunities to make some choices and decisions and to express opinions. They communicate confidently with the care staff and their peers, and their wishes, moods and needs are taken into consideration. Many of the children's views and interests are valued. In the after-school club, children were seen moving from one table to the next to choose activities that had been prepared for them, but there was no evidence of any discussion before setting activities, nor of the children having the opportunity to offer their own ideas. During the holiday club, the children held discussions and made choices during the pre-arranged activities as they made chocolates and decorated T-shirts.

Many children are happy and have formed good relationships with the care staff and their peers. They are active and express enthusiasm and enjoyment. They have a sense of belonging and are clearly familiar with the daily routines. The children's feelings and needs are recognised because they have developed good relationships, especially in the after-school club.

The children interact openly and confidently and collaborate and socialise in a pleasant manner. Most of the children understand how to take turns, to wait and to share. The interaction between the children and many of the care staff shows that the children are developing good communication skills and collaborate and respond in a comfortable and homely manner. An example of this is when children were involved in a sewing activity and were socialising, asking questions and for support, and offering comments and praise.

Many children are active and curious and show interest when taking part in activities, especially in the after-school club. They enjoy a variety of indoor and outdoor opportunities, and some examples were seen of the children having the freedom to choose activities and move around the location, indoors and outdoors, such as enjoying games, sewing, colouring, and using dough and the jungle frame.

Many children have good and consistent opportunities for their age and development which promote physical, social and emotional skills. The children showed independence when using the toilet. However, no evidence was seen that the children's wishes and ideas were part of the work of planning in the care club and its routines. The Welsh language is strong in the service, with all the children socialising, expressing opinions, playing and solving problems in Welsh.

Many of the care staff are experienced, with many having completed a play work certificate, and understand the club's procedures in order to promote healthy lifestyles, physical activities, safety and personal well-being. The care staff understand their responsibilities to protect the children, and many are confident with the service's safeguarding policy and procedures and understand the MyConcern system. We saw the care staff offering a varied selection of healthy foods for an afternoon snack, and the children said they enjoyed starting the session with all the food choices. However, during the holiday club, the lunch boxes were not stored in a suitable place, especially those with cold foods. The majority of the care staff implement clear cleaning routines and have good hygiene routines. Some have first aid certificates in the workplace, and the people who run the service confirmed that all the care staff at the club completed paediatric first aid immediately following the inspection visit. Many care staff understand how to identify risks and regularly manage risks. They maintain the staff to children ratios correctly.

The majority of the care staff respond consistently and interact well with each other and with the service's children by showing interest, support and kindness. The care staff have a very good understanding of the daily issues of the school and are aware and sensitive of the children's needs and experiences when they arrive at the club and allow them space and time to relax.

Many care staff offer play and learning activities that are suitable for the children's age and development, and plan according to some interests. A good example of an effective activity was seen, where the care staff had discussed dinosaurs, colours, numbers and science, and tried to solve how to create green chocolate. However, no evidence was seen that the care staff included the children's ideas in the planning process.

The premises is spacious and offers an environment that is clean and welcoming. The indoor and outdoor areas available to the children offer security and the freedom to move independently. The children asked to play in the outside areas because they enjoyed the challenge and the adventure. The people who run the service ensure that satisfactory risk assessments are completed daily, as well as general risk assessments for the building, external areas, fire hazards, visits and specific climbing provision, and they are practised and reviewed regularly. The people who run the service ensure that the setting is safe, for example through annual tests on the heating, electricity and the provision for fire protection. Evidence of the care club's fire drills was not seen, but, following our visit, evidence was received that regular fire drills were taking place.

The people who run the service ensure that the indoor premises and the external area are suitable, child-friendly, and promote independence in the way certain resources are available to them. They ensure the environment meets many of the children's needs and enables many of them to reach their full potential. However, children did not have free access to the storage rooms in order to choose their own activities. There is an office here, to keep the service's paperwork confidential and to hold confidential discussions with the parents and visitors.

The people who run the service provide some resources in order to ignite the children's interest and curiosity, and these are laid out in a way that allows all children to see and touch them. The resources and provision offer opportunities for children to develop further creative skills. However, we saw a dependence on the use of the television, and the large screen for showing films prevented further opportunities to socialise. The outdoor play areas to the side and behind the service offer wide, natural and quality provision which offers opportunities for children to explore in a safe and free manner.

The people who run the service have a clear vision and work hard to offer sessions before and after school and during school holidays. They offer evidence of some elements of effective practice and the care staff said they receive support from the person in charge and the registered person. However, CIW was not informed of the staff changes, including a new person in charge, but, following the inspection visit, new notifications were received stating the current information. The statement of purpose was also updated to illustrate the current situation of the service. No evidence was seen of annual appraisals and regular staff supervision meetings. This was an area for improvement in the last inspection and we are therefore escalating the issue by issuing a priority action notice. The provider must take immediate action to address this issue.

The people who run the service ensure that they comply with most of the relevant regulations and keep most of the relevant records in order. They understand their responsibilities in promoting the Welsh language and ensure that the service's documentation is available in Welsh and in English. However, there is no consistency between the Welsh and the English versions and not all the documentation has been signed by the registered person.

The setting's self-evaluation report was not received, and there was no evidence that the people who run the service collect feedback from the parents, the children and the care staff. While no immediate action is required, this is an area to improve, and we expect the provider to take action.

There is evidence that the people who run the service and the care staff work flexibly together to ensure that the staff to child ratios are correct, and that the service has clear attendance records for the staff and the children, together with a visitor's book. However, no action plan was seen and not all the staff files contained a full record of the documentation required by the regulations. Following our visit, the correct documentation was provided, and it was confirmed that all the staff files were complete. The Disclosure and Barring Service (DBS) checks of a number of the care staff were not valid, but, following our visit, the people who run the service confirmed that all members of staff had updated their DBS.

There is evidence that there is a close working relationship between the service and the school. Parents said they were very happy with the service and that their children enjoyed attending the club.

Recommendations to meet the National Minimum Standards

Add R1, R2 etc. and the wording required manually. These are not regulations, but national minimum standards.

- R1 – Ensure that only the name of the registered person or the responsible individual appears on the service’s documentation, as well as on the children’s and the staff’s records
- R2 – Ensure that evidence of planning shows the children’s ideas
- R3 – Ensure that an action plan sets out how the care club is run
- R4 – Ensure that the service’s policies and procedures are consistent in Welsh and in English and are relevant for the club
- R5 – Ensure that the self-evaluation process is completed to show evidence of annual improvement
- R6 – Ensure that the Disclosure and Barring (DBS) certificate of the registered person is available to see at the next inspection
- R7 – Ensure that the holiday club food boxes are stored in a suitable place, especially if there are cold foods

Summary of Non-compliance

Status	What each means
New	This non-compliance was identified at the 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 the 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
29	Staff do not receive regular appraisals and supervision.	Not achieved

When 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.

Areas for Improvement

Regulation	Summary	Status
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16	The registered person had not collected the views of children, parents or staff or monitored or reviewed to improve the service or create a quality of care report. Ensure that there is a system in place to review and report on the quality of care annually.	New
17	The registered person did not complete the Self-assessment Service Statement (SASS) as requested by Welsh Ministers during July 2021. Ensure it is submitted when requested in the future.	New
20	The registered person, although on the DBS update service, was unable to show us his DBS certificate.	Achieved

Grades	What each rating means
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 there are more important areas for improvement than strengths and where there are significant examples of non-compliance that negatively affect children’s well-being. Where services are poor, we will take enforcement action and issue a non-compliance notice.

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