



## Inspection Report

**Little Keypers**

**Scout Base  
Pontcanna Fields  
Canton  
Cardiff  
CF11 9HX**



## **Date Inspection Completed**

19/04/2024

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## About Little Keypers

Type of care provided	Children's Day Care Out of School Care
Registered Person	Nicola Mace Alison Morgan
Registered places	52
Language of the service	English
Previous Care Inspectorate Wales inspection	9 August 2018
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><a href="#">Well-being</a></u>	<b>Good</b>
<u><a href="#">Care and Development</a></u>	<b>Good</b>
<u><a href="#">Environment</a></u>	<b>Good</b>
<u><a href="#">Leadership and Management</a></u>	<b>Adequate</b>

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

### **Summary**

Children are happy, settled and enjoy their time at the club. They develop positive relationships with staff and other children. Children are confident to make choices. They are enthusiastic and interested in their play and enjoy a good range of engaging play opportunities.

Staff understand the club's policies and procedures and implement them consistently. They promote children's wellbeing and encourage healthy lifestyles. Staff manage risks and understand their responsibilities to safeguard children. They are good role models, and they build the confidence and self-esteem of children in their care.

The environment is secure, clean, and welcoming. There is ample space for children to play. Leaders maintain suitable risk assessments and maintenance checks are in place. They provide a good range of resources and ensure children can access them easily.

Leadership is satisfactory. The staff team is well established and motivated. Leaders have a range of policies and procedures to support the running of the club. However, some aspects of leadership and management do not meet the Regulations and National Minimum Standards for Regulated Childcare. Leaders engage positively with CIW and are acting swiftly on improvements needed.

Children make decisions about how to spend their time in the club, directing their own play confidently. They move freely around the environment choosing where and with what they would like to play with. Children are confident to communicate their needs and opinions, as they know staff will listen and respond. For example, we heard a child chatting excitedly to staff about how they would create a picture of a face using their snack ingredients.

Children are happy, relaxed, and feel safe at the club. They settle quickly on their arrival and are familiar with the club's daily routines. Children develop secure and affectionate relationships with staff. This supports children to confidently make choices and participate positively in their play.

Children of all ages play together, so they benefit from forming friendships with both older and younger children. They play happily alongside each other or together and share resources well. Children took pride in showing us what they are doing and telling us what they like to do at the club. They listen well to instructions and are keen and interested in what they and their friends are doing.

Children thoroughly enjoy their play. They benefit from a wide variety of age-appropriate resources. Children follow their own interests and sustain their play for periods suitable to their age and stage of development. For example, children concentrated hard as they threaded beads to make bracelets, whilst others role played jewellery shops or made musical instruments using small construction resources. There were many smiles and much laughter as children enthusiastically took part in games of follow my leader and tag.

Children have good opportunities to develop their independence skills. For example, they know where to store their belongings when they arrive at the club and wash their hands ready for snack. Children pour their own drinks, help prepare food, and put their cups and plates in the washing up bowl when finished. We saw children happily playing independently of staff, who allowed them the space to explore and progress their own play.

Staff follow health and safety procedures effectively to ensure the well-being of children. They remind children to wash their hands after visiting the bathroom and before eating. Staff provide healthy snacks for children including fruit and water to drink and the club has achieved a healthy eating award. Staff we spoke with were confident with the procedures to follow should they have a child protection concern. Staff are waiting for required face to face training courses in safeguarding, however in the meantime have completed an online course. Staff keep registers of children's attendance, noting time of arrival and departure, so registers accurately reflect who is on the premises at any one time. Staff conduct regular fire drill practices with the children ensuring all know how to evacuate the building in the event of an emergency. They complete accident and incident records appropriately, sharing them with parents.

Staff are polite and friendly role models, which has a positive impact on how children interact with them and each other. They are mindful of the age and stage of development of children when managing behaviour issues and they encourage co-operation and compromise. For example, when two children both wanted to use the pretend coffee machine, a staff member thoughtfully intervened saying *'you can take it in turns to make me a coffee, I need lots of coffee today!'* Staff frequently praise positive actions which reinforces children's understanding of socially acceptable behaviour and increases their self-esteem and self-confidence.

Staff provide responsive care and know the children well. They take children's interests and requests into account when planning activities. Staff provide a play-based environment where children can choose to engage in activities that appeal to them either with friends, on their own or in large groups. Staff promote children's play well and, as a result, provide children with opportunities to develop and learn. We did not hear any Welsh language used during our inspection visit. However, staff are beginning to promote the Welsh language in the environment with displays and bilingual educational posters. They support children to develop independence and organise the session so that children can make choices throughout. As a result, sessions run smoothly and calmly.

**Environment****Good**

The environment is welcoming, safe, and secure. Staff keep the main entrance door locked. They ensure only authorised people have entry to the club and maintain a log for any visitors. There are a suitable range of written risk assessments in place for the premises, including some specific routines such as collecting children from school. There is a safe conduct on outings procedure and a trip risk assessment for any outings undertaken during holiday club. However, a small number of risk assessments do not identify all potential risks to children's safety, or the steps taken in practice to eliminate these risks. Staff complete appropriate daily safety checks of the environment. Routine maintenance checks for the building, gas and electrical safety certificates are current.

The club operates in the local scout hall which is light and bright and provides ample space for children to move about freely and play. It provides a variety of areas for children to use including a large hall for more physical activities and a smaller room for quieter activities. The premises are well maintained and in good decorative order. There are display boards celebrating children's artwork and an attractive quarterly visual planning board that shows children what activities are planned for the next three months. Children can independently access suitable toilet facilities off the main hall. Staff have use of kitchen facilities to allow for appropriate preparation of food and there is ample space in the kitchen for children to sit at tables for snack or take part in messy activities. Children can access secure grounds directly from the main hall. Outdoors there is a small, paved area and large grass area. However, the grassed area gets quite boggy in the winter which means children have limited access to outdoor play during these months.

The club has sole use of the premises during opening hours, however other groups within the community use the building outside of these hours. This means leaders must put away all resources at the end of a session, storing items in lockable cupboards. Staff set out several boxes of equipment each session and rotate resources to provide variety for children. If children want to play with something that is not set out, staff will happily help them access it. There is a good range of resources suitable for the ages of children attending including, puzzles, art and craft materials, small world play, and construction toys. Regular cleaning of toys and equipment is undertaken, and resources are of good quality. The club has suitable furniture and resources to support children's independence.

## **Leadership and Management**

**Adequate**

Leaders are experienced and motivated. They work well with staff to provide a play-based club that children enjoy attending. Leaders have a range of policies and procedures in place to cover the running of the club. The club's statement of purpose provides parents with the information they need to decide whether the club meets their child's needs. Leaders ensure they collect all required information kept for children, storing it suitably. Staff have clear roles within the service.

Leaders are keen to improve upon the service they offer children and their families. They have addressed most recommendations made at the last inspection. Leaders complete regular reviews of the quality of their care. They seek and consider the views of children and parents through questionnaires and, informally of staff. Leaders use the review to identify areas for improvement in the club. For example, in response to children's feedback leaders are currently saving funds for a new games console.

Leaders and staff meet daily to discuss any issues in relation to the club and to share ideas. Staff are well deployed meaning children receive plenty of individual care. Staff files were not available to view at the inspection as leaders keep them securely offsite. The staff team have been in post since the club opened 19 years ago, leaders have not recruited since and have no immediate plans to recruit any new staff. Leaders provided us with a list of the documents they require and checks they would undertake to demonstrate their knowledge of safe recruitment. However, not all staff have a current disclosure and barring certificate (DBS). This is an area for improvement, and we expect the provider to take action. Leaders assured us they would address this immediately. Leaders carry out periodic supervision meetings with staff. However, records show discussions are basic and sometimes not fully effective. For example, one supervision record identified 'training' as an area of development, without identifying type of training required. Staff hold the relevant care and playwork qualifications, but we noted required paediatric first aid certificates had expired. Leaders told us they are waiting for face-to-face training to become available and have refreshed their knowledge by completing an online training course in the meantime. This is an area for improvement, and we expect the provider to take action.

Staff have good relationships with parents. They provide parents with verbal feedback when they pick up their children, keeping them informed of their child's experiences at the club. Parents we spoke with were highly complementary about the club. They told us that the leaders and staff were very approachable and supportive.

### 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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20	Ensure all staff members hold a current disclosure and barring service certificate (DBS).	New
24	Ensure staff hold required and current paediatric first aid qualifications.	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	Ensure all staff access safeguarding training relevant to their role.
Standard 24 - Safety	Ensure risk assessments identify all potential risks and reflect all steps staff take to keep children safe.
Standard 13 (Day Care) - Suitable Person	Ensure staff supervisions are meaningful and effectively identify staff developmental needs.

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)
Increase the amount of incidental Welsh language spoken with the children.

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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