



Inspection Report

Playtimextra (Breakfast and After School Club)

**Howardian Centre
Hammond Way
Cardiff
CF23 9NB**



Date Inspection Completed

27/06/2023

About Playtimextra (Breakfast and After School Club)

Type of care provided.	Children's Day Care Out of School Care
Registered Provider	Playtimextra Community Interest Company
Registered places	40
Language of the service	English
Previous Care Inspectorate Wales inspection	7 June 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.

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<u>Well-being</u>	Adequate
<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 are settled and happy. They are confident communicators and mostly feel that their needs are met. Children move around the play areas with ease and when they want help, they confidently ask staff for the support they need. Most children enjoy their time at the setting and interactions between the children and staff are positive.

In the main, staff keep children safe and healthy. Some policies and procedures are in place but are not always clear enough to ensure staff understand how the setting operates. Most staff do not hold a childcare, play work or first aid qualification but measures are now in place to address this. Staff engage appropriately with children and ensure they feel safe and listened to.

Leaders ensure the environment is generally safe and have improved risk assessments during this inspection. The facilities available for children are generally clean and accessible. The indoor environment provides sufficient space and facilities for an acceptable range of activities and there is good access to a large outside play area.

The quality of leadership and management at the service needs to significantly improve. The registered person has not ensured that when employing staff, they have employed appropriately qualified staff to achieve the setting's needs, had not undertaken full pre employment checks and had not provided staff with suitable supervision. The responsible individual took immediate action to address these matters as far as was possible, and we have therefore, recorded these serious matters as areas for improvement. The statement of purpose, policies and procedures are mainly useful, but some are unclear and do not reflect changes to legislation such as safeguarding and the additional learning needs code of practice. Leaders have good partnerships with parents and the school.

Well-being**Adequate**

Children are confident and for much of the time they have a voice and are listened to. They choose freely from activities put out for them and they are aware of other resources that are stored. They approach staff to ask if they want additional resources. Children express themselves well as they ask for more snack, a drink or to use the toilet. Children can choose to sit and chat with their peers or play inside or outside. Many choose to play outside. Children told us that they are asked what resources they want put out to play and are consulted about what new toys may be purchased.

Children are settled and content. They arrive from home or school happily and are clear regarding the routine of the session. They store their bag and go straight to play with their favourite activity or friends. They promptly wash their hands as staff tell them it is time for snack. They are not expected to tidy away their activity for snack and some continued playing while eating their food. Children express enjoyment and have formed friendships with peers and good relationships with staff. They laugh as they run around and play in small groups outside. They readily engage staff in their play, such as a game of football.

Children interact well with their peers in a positive and encouraging way. A group of children enjoyed playing musical statues, taking it in turns to stop the music. Other children supported each other during a craft activity, providing ideas for materials and colours. Nearly all children display thoughtful manners, and they are caring and considerate towards each other. They listen to advice by care staff to be careful not bump into others, whilst playing a physical game. Children are polite, as they thank staff for resources given to them during a colouring activity.

Children can help themselves to some resources independently. Most children are enthusiastic and interested in their play and choose whether they engage in free play or structured activities. Most children like to play outside in groups, playing football, chatting on the climbing frame, or balancing on equipment. They told us how much they enjoyed playing outdoors. Others enjoyed spending time designing loom bands in their base room. Children told us that they can ask staff to access lots of different resources and games that are in the cupboards, and they will be put out for them. Children are happy with this arrangement.

Care and Development

Adequate

There are systems in place which are designed to promote the health and safety of children. However, we found that more could be done to ensure that policies and procedures are clear, reviewed regularly and that staff fully understand and implement them well. Most staff do not hold a childcare or play work qualification and insufficient staff hold a first aid qualification as recommended in the national minimum standards. This could impact on the quality of the care they provide and the ability for staff to deal with a medical emergency. There is a safeguarding policy in place which has been updated during this inspection. Staff have a basic knowledge of safeguarding through their induction and some staff have attended training, with others booked on courses. Staff have a good understanding of children's allergies and medical conditions. They are familiar with the procedures in place to ensure children are provided with appropriate food. During the inspection, the registered person has taken steps to ensure that staff preparing and serving food have appropriate training. Staff encourage children to wash their hands before eating and after using the toilet. Staff are not always diligent in ensuring surfaces are clean for children to eat their food, but this has been addressed during this inspection. Staff conduct fire drills on a regular basis.

Staff are kind in their interactions with children and use positive behaviour management strategies such as praising good behaviour, manners and sharing resources. Staff sensitively manage any unwanted behaviour by redirecting children's attention into activities they know will interest them. Staff are consistent in managing behaviour and children are clear regarding the rules of the setting. Staff are conscious that good supervision is important for monitoring behaviour and intervening in any issues in a timely manner. There have been times where staff have had to limit children's access to certain areas to ensure they can provide appropriate supervision. Leaders are addressing this by ensuring they remain within their registered numbers and have the correct amount of staff to supervise children present.

Staff are getting to know the likes and dislikes of individuals well. They support children's choice of play appropriately but there are times where it is challenging for staff to effectively supervise children in all areas. For example, children require more supervision and engagement outside in the very large area and this is not always possible when staff are preparing food and children are doing activities in different rooms. Staff are receptive to requests from children for different activities such as getting out the dressing up clothes and playing with cars and the garage. Staff understand that some children may wish to sit and relax, chatting with friends after their school day.

Environment**Adequate**

Leaders ensure that the environment is generally safe and secure. Staff operate the school security system that is in place, as well as their own procedure for ensuring children are secure out of school hours. Staff complete a daily health and safety checklist, and the environment does not present with any significant hazards. Leaders complete some risk assessments well and others, such as supervising children playing outdoors, have been further expanded during this inspection. The premises is well maintained by the school. The provider liaises adequately with them to ensure that they carry out all the required safety checks, such as electrical, gas and fire system maintenance checks. Leaders carry out fire drills regularly to ensure staff and children are familiar with the procedure.

The setting operates from rooms within a primary school and areas are set up and put away daily. Staff set up the hall for breakfast club and another two rooms for the after school club. The play areas provide sufficient space for a variety of activities and there is a large, easily accessible outside play area that allows children to be physically active in the fresh air. Staff have access to a room for food preparation. Children use suitable toilets facilities that are located near the play areas. Staff set up areas for children to eat during the sessions. Leaders have revised these facilities to ensure sufficient seating is available for all children attending and that tables are cleaned before children eat their food.

Leaders ensure that in the main, children have access to furniture, equipment, toys, and materials that are appropriate for their needs. Staff told us that there are systems in place to monitor and replace resources when required. They store resources in a large store cupboard, and they are well organised and plentiful. Staff put minimal activities out daily, as they say children enjoy playing outside more in the summer period. Children can ask for additional resources and they did this. Staff told us that during the winter months, rooms are set up differently as they know children enjoy, for example, playing games and they also occasionally use the hall for a film session. Most children told us they were happy with activities available. We saw very few resources to reflect a multicultural and diverse society, but the leader said there are plenty in the cupboard and they will put them out, so children use them routinely.

Leadership and Management

Adequate

Leaders have not always ensured that the day to day running of the service provides sufficient support or guidance necessary to maintain good working practices. This can impact upon the children's care and experience at the service. They have not kept policies and procedures up to date and in line with current legislation. This can impact on the quality of the induction for staff, and parents may not be clear regarding how the setting operates. This is a serious matter but during this inspection most of these have been reviewed and updated to meet the requirements of the regulations and national minimum standards. Therefore, we have not currently taken further action regarding this. Leaders are further improving other areas in readiness for when the setting re opens in September. Staff ensure that day to day records such as the daily records of attendance and accidents are, in the main, kept appropriately.

Leaders have a process in place to conduct a review of the service, generally on an annual basis. The last review, completed in March 2023 was basic but included the views of service users. Leaders have not detailed any consideration they have made or action they have taken, to meet the significant challenges they are experiencing. For example, meeting the regulations and national minimum standards such as recruiting suitable staff. They have a process for dealing with complaints and concerns, but we were told that they had not received any. They have not designed a policy that can be easily understood by children if they wished to make a complaint.

Leaders do not manage staffing issues well. They told us that they have experienced challenges with recruitment and retention of staff and as a result, have not ensured that the staff profile meets the requirements of the regulations and national minimum standards. They have not employed sufficient staff who have a childcare or play work qualification. Also, insufficient staff have a current paediatric first aid certificate. Staff may not therefore, be confident to deal with a medical emergency. Leaders do not keep appropriate records of staff induction and appraisals to evidence that they monitor and support staff appropriately. Leaders mostly maintain the recommended adult: child ratios, although there have been occasions when this has not happened, and they have also exceeded their registered numbers. This was addressed immediately, and we have not taken any further action at this time. Additionally, staff recruitment files evidence that some checks such as references, and medical information have not always been sought. Leaders took prompt action to address nearly all these matters to minimise their impact on the care provided. Therefore, we have not issued a priority action notice. We have recorded areas of improvement that will be followed up at the next inspection. Leaders provide a basic induction for new staff, who told us that this covered most key areas and ensured they were clear regarding how the setting operates. There were no records of induction. Most staff told us that they feel supported and enjoy working at the setting.

Leaders ensure that suitable communication systems are in place and keep parents informed verbally upon collection of their child. They also use texts and emails to communicate pertinent information regarding the setting. There is a display board in the foyer displaying information about staffing and general information about the setting. Leaders respond positively to guidance given by other professionals to improve children's well-being and support any identified needs. This includes CIW, Public Health Department, and the local authority. Parents completed CIW surveys and nearly all rated the setting very highly saying they are very happy that their children's needs are well met.

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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27	The provider has not employed a sufficient number of suitably qualified staff as required by the regulations and national minimum standards. They must employ a suitable number of staff with a qualification that is listed on the Social Care Wales Qualification Framework for child care, to ensure they meet the regulations and national minimum standards.	New
28	The provider has not ensured that staff are suitable to work with children by carrying out the required pre employment checks in line with the regulations. They must implement a more robust recruitment procedure that is compliant with the regulations.	New
29	The provider does not have a system in place to ensure that staff receive regular supervision as required by the regulations. The provider must establish and maintain a robust system of supervision to ensure staff are inducted effectively and continue to be confident in their role.	New
30 (1) (a) Sch3.10	A statement of procedures to be followed in the event of an accident has not been prepared.	Achieved

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)
	No NMS Recommendations were identified at this inspection

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 the annual review of the service effectively identifies any improvements that are required to keep setting up to date with current practices.

Review policies where necessary, to reflect recent changes to legislation and ensure they are shared appropriately with staff.

Ensure records are maintained to evidence that staff have undergone a robust induction to their role.

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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