



Inspection Report

Oscars@ Charles Williams

**Charles Williams Church in Wales Primary School
High Street
Caerleon
Newport
NP18 1AZ**



Date Inspection Completed

02/05/2024

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About Oscars@ Charles Williams

Type of care provided	Children's Day Care Out of School Care
Registered Person	Catherine Whelan Michael Whelan
Registered places	96
Language of the service	English
Previous Care Inspectorate Wales inspection	4 July 2019
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>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, settled and enjoy their time at the club. They develop positive relationships with staff and other children. Children are confident to make choices and express their likes and dislikes. They are enthusiastic and interested in their play and enjoy a good range of engaging play opportunities.

Some staff understand how to keep children safe and healthy. They manage interactions in a positive manner and are patient and kind. Staff understand their responsibilities to report safeguarding concerns. They know children well and ensure that children's individual needs are supported.

Children are cared for in a secure environment within the school. They have use of suitable indoor areas and benefit from use of the school grounds which encourages physical activity. Staff provide some resources which children can access when supervised.

Leadership needs to improve to ensure the service meets Regulations and the National Minimum Standards. They have a range of policies and procedures to support the running of the club. However, risks assessments and staff suitability checks are not effectively undertaken and need to be improved. Leaders engage positively with Care Inspectorate Wales (CIW) and understand the improvements required.

Well-being**Good**

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 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 ask for more snack as they were still hungry, to which staff immediately responded and gave them more.

Children of all ages play together, so they benefit from forming friendships with both older and younger children. We saw older children teach their younger friends how to throw a rugby ball when playing outside. They play happily together and share resources well. Children take pride in showing us their pictures and colourings and are keen to talk about their experiences at the club. They listen well to instructions and show respect for the environment by helping tidy up at the end of the session.

Children enjoy their play. They follow their own interests and sustain their play for periods suitable for their age and stage of development. For example, children concentrated as they lined dominoes up and made a colourful pattern whilst others worked on building models using small construction resources. Children are engaged in activities and enjoy playing together as a group. There were many smiles and much laughter as children enthusiastically took part in physical hall game at the end of the session.

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 can choose which fruit to have as a snack. Children are not involved in preparing or serving snacks, as they line up at the serving hatch when invited to. This meant some children were waiting at the tables longer than others before being able to eat. We saw children happily playing independently of staff, who allowed them the space to explore and progress their own play.

Care and Development

Adequate

Staff have an appropriate understanding of their roles and responsibilities to keep children safe. They have a satisfactory understanding of safeguarding issues, including the signs and symptoms of abuse, and their own duty to report any concerns. There is a safeguarding policy in place, containing appropriate procedures for making a referral. Staff have up to date safeguarding, food hygiene and paediatric first aid training. Staff record accidents, incidents and pre-existing injuries, and communicate these to parents via an app which saves each child's individual information. They also communicate information to parents at pick up time. Staff have suitable records of children's personal details and have a sound knowledge of children's allergies, dietary requirements and medical needs. Children with severe food allergies have clear care plans in place and staff are aware of how to manage the allergies safely. Staff keep accurate registers of children's attendance. They follow some infection control procedures, such as wiping down tables before being put away at the end of the session. However, children were not asked to wash their hands before eating.

Staff are mostly patient and kind in their interactions. They generally act as good role models and create a positive atmosphere with plenty of smiles and laughter. There is an easy relaxed manner between them and the children. Many of the staff are experienced and confident. When staff ask children to follow instructions, they do this in a direct, yet calm manner and children happily follow directions.

Most of the staff know children and their individual needs well. We saw a member of staff enthusiastically chat to a child about their birthday whilst others talk to children about what they are drawing and colouring. Many of the staff naturally extend the play and learning of children through chatting to them about what they are doing. Staff plan some adult led activities in the week but are responsive to the children when they ask for specific activities. For example, a group of children asked if they could play with their personal playing cards in their bags which staff happily agreed to.

Environment

Adequate

The environment is generally safe and secure. Some children arrive at the setting internally through the school whilst older children walk over from a separate building. External gates are kept locked once the school has closed and parents must phone from outside the school gates for their children to be brought out for collection. Visitors to the club are recorded through the school digital system as well as in a visitor log for the club. The outdoor play area is securely fenced. There is a written evacuation plan for both fire and other emergency situations. Staff carry out regular, effective fire drills with children. The setting is registered with the Food Standards Agency; however food is prepared at a link nursery, so this does not apply to the kitchen on site.

The environment is suitable. The main hall is an open, bright space with plenty of natural light. It is simply furnished with appropriately sized seating and tables that provides ample space for children to undertake various table-top activities without crowding each other. Additionally, there is small mat area that children can use for construction and a small sofa if children wish to sit and relax. The setting has use of the kitchen area which contains a lockable cupboard for storage of resources, paperwork and cleaning products. There are a suitable number of toilets for the children to use. These are clean, fresh and in a good state of repair. However, some toilets were without toilet paper as it was not being dispensed correctly. Leaders provided assurances they will ensure these are looked at prior to the children attending future sessions. The maintained outdoor play area is available to children daily and provides opportunities to exercise as well as benches and seating for children to sit and relax. Children commented on how they would like to have more equipment outside as they were only allowed to play with two balls. We observed a limited number of children playing with the two balls available, others were sitting on the benches, playing tag, or standing by members of staff chatting. Staff always accompany children when using the outdoor area.

Inside there is a limited selection of toys and resources, ensuring many children can find things to interest them. These include a selection of board games, wooden blocks, a box of role play items, puzzles, dominoes and a loom band kit. Resources are clean and safe, and the resources on offer are suitable for the various age groups attending the setting.

Leadership and Management

Poor

Leaders are experienced and have a positive approach. However, the quality of leadership and management needs to improve to ensure the service is compliant with Regulations and meets the National Minimum Standards. The setting's statement of purpose provides parents with the information they need to decide whether the club meets their child's needs. There are a range of suitable policies and procedures in place which have been recently reviewed. Leaders have some suitable risk assessments in place, however, there are some significant, potential risks within the environment which have not been identified or assessed by the leaders. This has a direct impact on children's health, safety and well-being. Therefore, we have issued a priority action notice in this area and require the provider to take immediate action to address these issues.

Leaders have taken some measures to improve upon the service they offer children and their families. They have addressed some recommendations made at the last inspection. For example, leaders now complete regular reviews of the quality of their care. They seek and consider the views of children and parents through questionnaires. However, they do not consider views from staff or identify areas for improvement in the setting.

Leaders do not have appropriate documentation required to evidence the suitability of all staff currently working with children at the setting. During the inspection leaders were unable to evidence they had viewed necessary staff documentation to ensure they followed safe recruitment process. This was identified as a recommendation in the last inspection and will now be an area for improvement, and we expect the provider to take action. Leaders have since provided CIW with proof of some required documentation for staff members. We observed that new staff have been employed at the setting and leaders have not informed Care Inspectorate Wales of these changes. Leaders have not conducted regular supervisions or appraisals with staff. This is also 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 as well communicating information via an app. Parents are complimentary about the setting and commented how their children are happy and enjoy playing with their friends at the after-school club.

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
25	The provider must ensure they identify any risks and hazards to the health and safety of children and take prompt action to mitigate risks.	New

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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29	The provider must ensure all staff have appropriate formal supervision and appraisal meetings so they can reflect on their strengths, practice and discuss any concerns.	New
28	The provider must ensure full information and documentation is obtained to evidence the suitability of staff to work with children.	New
16	The registered person needs to consult with parent, children and staff annually, review and improve the quality of care given to children, compile this information into a quality of care report outlining improvements and send it to CIW.	Achieved
38	Fire drills with children and staff need to be completed and recorded regularly so that all staff and children are aware of actions to undertake in the event of a fire	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)
Standard 7 - Opportunities for play and learning	Promote independence during snack times
Standard 10 - Healthcare	Ensure children wash their hands prior to eating
Standard 23 - Equipment	Provide a sufficient variety of toys and equipment to ensure all children have access to play opportunities both indoors and outdoors
Standard 21 - Notifications of significant events	Ensure CIW are notified of staff changes
Standard 18 - Quality assurance	Develop the annual Quality Of Care report to include views of staff and areas for improvement

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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