



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru  
Care and Social Services Inspectorate Wales

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**Children and Families (Wales) Measure 2010  
Child Minding and Day Care (Inspection and Information for Local  
Authorities) (Wales) Regulations 2010  
The Child Minding and Day Care (Wales) Regulations 2010**

# Inspection Report

**Radyr Latchkey**

**The Scout Hall  
Heol Isaf  
Radyr  
Cardiff**

**Type of Inspection – Baseline  
Date of inspection – Tuesday, 29 September 2015  
Date of publication – 09 November 2015**

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## Summary

### About the service

Barbara Koch is registered to provide out of school child care at Radyr Latchkey for up to 32 children under the age of eight years. Children under the age of eight are cared for at the Scout Hall. Older children are general cared for in nearby facilities but join with the younger children for the last part of the session. They currently provide a breakfast and after school club, which is delivered through the English language. Barbara Koch is also the Person in Charge.

### What type of inspection was carried out?

A scheduled, unannounced baseline inspection was carried out, which considered all four quality themes. The methodology included the following:

- a review of the information held by CSSIW
- an examination of a sample of procedures and operational records
- discussions with the Responsible Person (RP), the Senior Play Worker and some staff
- discussion with some children and parents
- observations of care practice, activities and routines
- a visual inspection of the premises
- a review of the information contained within CSSIW parent and staff questionnaires.

### What does the service do well?

Staff have a good understanding of the Play Work Principles and Participation Standards. Staff consistently encourage children to speak and they listen to their views. This ensured that children were heard and actions were taken to respond to their requests. Patient and positive staff assist the children in achieving their full potential. Actions are taken to modify the risks involved in some activities, allowing all children to feel included if they wish to participate. This boosts children's self esteem and motivation.

### What has improved since the last inspection?

The setting has undertaken a review of their policies and procedures. Staff have attended additional training such as Child Protection and First Aid.

### What needs to be done to improve the service?

There were no issues of non-compliance identified at this inspection.

We discussed the following recommendations which should be considered to ensure the setting continues to meet the National Minimum Standards for Regulated Child Care (NMS) and the Child Minding and Day Care (Wales) Regulations:

- ensure all children familiar with staff names
- the Quality of Care Report should be made available for inspection and available to parents
- ensure CSSIW is notified of all staff changes as soon as reasonably practical but no longer than 14 days after the change.

## Quality of Life

Overall, we (CSSIW) found children were provided with a good range of opportunities to explore their own interests and socialise with their peers in a suitable play environment.

Children have opportunities for freely chosen, unstructured and self directed play. This is because the club promotes the play work principles and the child's right to play. We saw that the hall used to provide the service had been set up with a variety of indoor and outdoor resources, including loose parts (nets, tubes, boxes etc.) to stimulate children and encourage them to explore and be creative, in a play space that suited their needs. Children were seen to request additional items from the storage cupboard and staff responded to their requests. During the inspection we saw that the play spaces created by the children evolved. Dens became homes where children played imaginatively and other areas of the hall were used for physical play where they practiced new skills.

Children's individual needs are recognised and catered for. Staff have designated roles and tasks within the club, for each day. These ensure children are supported throughout the setting as a member of staff was always on hand to assist in each area. We saw staff talking to children about their day and listening to what they said. This helped staff to identify if there were any external factors which may impact on the child's well being. Staff told us that they thought it was important to recognise that the children had already had a busy day and that their needs or behaviour may vary if the child was tired or upset about something.

Children have opportunities to develop skills by participating in physical activities indoors and outside. The staff utilise all the space available to them and have developed relationships with other community venues to maximise the space they have available indoors and outdoors. We saw that children had access to a small outside space alongside the hall. On the day of the inspection this was used for water play and construction activities. Staff and children told us that they utilised the school fields for larger group games and sports. Older children were cared for in another community venue, which helped to ensure that the younger children had plenty of indoor space for physical games.

Children are supported to deal with difficult feelings and are helped to develop coping strategies during times of change. This is because the staff are aware of the children's needs and monitor their well-being in order that they can support them when appropriate. We saw one child was not participating in any activities and was withdrawn from the group. Staff took turns at spending time with the child to establish if there was any problem and to identify if they could support the child. Staff communicated with each other to share their views before concluding that the child was tired and wanted to relax. Staff told us they are each responsible for a school year group and this helped them to get to know the children well. This provides children with a consistent worker. However, from our discussion with the children we found that they did not know all of the staff's names. We recommended that staff consider this as children need to build relationships with all staff who care for them.

## Quality of Staffing

Overall, we found that staff had a good understanding of the service they were providing. This gave children a well balanced programme of play activities which were age appropriate and captured their interests but also ensured they were cared for in a warm environment.

Children receive care which is based on up to date knowledge of play work and child care practice. Staff employed to work at the setting have an understanding of the Play Work Principles, Participation Standards and the United Nations Convention on the Rights of the Child. We saw that some staff had achieved a play work qualification. The setting's policies and procedures related to the ethos of play work but child care was also firmly embedded throughout the documents. This demonstrated that the provider understood their role as a child care practitioner but was keen to ensure that children were given the best possible care and play experiences in the out of school setting.

The children are encouraged to develop new skills and take appropriate risks. The staff complete an activity plan for each session where children can experience a range of play activities. We saw that each area of the setting was supervised by a staff member who guided children if appropriate. For example, one member of staff encouraged a child who had not roller skated before to use the carpet area to practice before trying to do this in the main hall. She told us that she had placed the section of carpet alongside the wall in order that they could hold on and to aid the child's balance. The child listened to the guidance and was visibly pleased with their progress. Staff told us that they would vary the activities based on the children's feedback and introduce new things to give the children plenty of choices to try new things. One child told us they liked playing on a skateboard because they did not have one at home. Another child told us they enjoyed the craft activities because they could glue, cut and get messy. We saw that the majority of the children attending were actively engaged in activities for the duration of the inspection.

Children's self-esteem is promoted because the staff have a positive approach to managing behaviour. There was a behaviour policy in place which had an emphasis on praise and encouragement. We heard staff praising children for taking part in activities, turn taking and tidying away. Staff supported children to sort out any differences they had with each other by encouraging them to talk about their differences and make compromises. This practice was clearly known to the children as we saw they were familiar with the routine and often resolved issues quickly with little adult intervention.

## Quality of Leadership and Management

Overall, we found that the setting was well managed and delivering a service that was effectively monitoring their performance

Parents have all the information they need to make an informed choice about using the service. The club has a clear Statement of Purpose in place which provides a good overview of the service. We saw the Statement of Purpose had recently been updated along with the club's policies. An information board was conveniently located in the foyer for parents to view. This contained useful information on the staff and the club along with their CSSIW registration certificate. Some parents told us they were provided with all the information they needed via emails and through the clubs website.

Children and parents using the service are usually involved in defining and measuring the quality. The club has mechanisms in place to capture feed back from service users. We saw a suggestion box was available should the children or parents want to use this. The senior play worker told us that they would discuss feedback received by parents and children during their team meetings or informally at the end of each session but they did not keep records of this. A Quality of Care report was not available for inspection but following the inspection, it was submitted to CSSIW on 13 October 2015. The senior play worker was unsure when the last Quality of Care review was completed. CSSIW's last inspection report identified that this document was unavailable. We reminded the provider that this must be completed annually and made available for inspection as well as to parents.

Parents can be confident that the provision is well run through good leadership and management. The RP has a good understanding of the National Minimum Standards for Regulated Child Care. We discussed the need to notify CSSIW of all changes staff changes in a timely manner. This is because some staff changes had taken places since the last inspection which CSSIW were not immediately made aware of. The RP agreed that this was an area to be improved and informed us that there were some planned changes to improve the management of the club. She hoped to submit an application to change the Senior Play Worker to be the nominated PiC. She said this would share the responsibilities of her current role.

Children and parents experience a reliable service. This is because the club has been registered since 2003 and has established a good reputation in their community. Parents told us that they were pleased with the service they received and that the staff were professional and accommodating. The parent questionnaires indicated they were pleased with the procedures in place for collecting children from school and that this provided them with security when they had to work. We examined a range of documents and records as part of the inspection and found that registers of attendance, booking sheets, children's contracts and accidents records were completed well and filed in an organised manner. This made it easier for staff to deliver their service as they were clear about what they needed to do.

## Quality of the Environment

Overall, we found that children were cared for in a suitable environment which met the needs of the service.

Children are cared for in a comfortable environment that is suited to their needs. The after school club has access to ample space which includes a main hall and a separate room for quieter activities. They have access to a kitchen, bathrooms and small adjoining outdoor space. The layout and resources supported children to be independent. We noted that children seemed comfortable and relaxed and the atmosphere was generally very calm throughout our inspection. We saw that some children were sat relaxing with their peers whilst others were utilising the space to play more energetically.

Children benefit from a good range of toys and equipment that promote their all round development. A variety of resources were available for the children. We saw a selection of these but the RP informed us that the children had plenty of other resources in storage and they would rotate items. The outdoor play space provided opportunities for some physical play. The service was also able to access additional play space at the school. We saw children engaging a variety of outdoor play which included construction and water play. Children told us about a variety of outdoor games they had played and said that they could go outside everyday.

Parents can be confident that the premises are safe and well maintained. There are systems in place to monitor visitors and reduce risks. We saw completed risk assessments which had been updated since the last inspection. Entry to the building was managed well with a secure door system and this was monitored by staff. Parents were welcomed into the building where they were responsible for signing their child out. These logs were well maintained. A Public Liability Insurance certificated was displayed, which was in date until 29 August 2016. The play area outside had a fence around the perimeter which allowed children to explore without leaving the premises.

## How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.



