



# Childcare Inspection Report on

**Bright Buttons**

**St Bernadettes RC Primary School**

**Bryn Heulog**

**Pentwyn**

**Cardiff**

**CF23 7JB**



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## **Description of the service**

Bright Buttons Out of School Club was registered in February 2014 to provide out of school care for a maximum of 16 children aged three to eleven years. The service operates from St Bernadette's Catholic Primary School in Pentwyn, Cardiff. The service is overseen by the responsible individual, Julie Page on behalf of The Committee of Bright Buttons. The person in charge on a day to day basis is Louise McLughlin. The service currently operates Monday to Friday from 8:00am to 8:50am and 3:10pm to 6:00pm term time only. English is the main language of the service.

## **Summary of our findings**

### **1. Overall assessment**

Overall, we Care Inspectorate Wales (CIW) found that children are happy, confident and comfortable at the service. We found that children have access to a suitable range of toys, furniture and equipment. They experience a range of educational and fun activities. Children are cared for by suitable adults who are qualified and experienced. The environment is relatively safe and well maintained. Overall, the business is adequately run, however, there are some areas for improvement.

### **2. Improvements**

During the course of inspection the provider has:

- produced a new form to record and formalise supervision meetings with staff.

### **3. Requirements and recommendations**

We notified the provider that they were not compliant with regulations relating to:

- suitability of workers, because the responsible individual had not ensured that all staff held valid Disclosure and Barring Service (DBS) certificates and one file did not hold a medical declaration of health;
- records to be maintained, because the responsible individual had not ensured that a staff register was maintained and
- self assessment of service statement, because the responsible individual had not completed and returned part 1 and part 2 documents.

We have not issued a notice on this occasion, as there was no immediate impact or risk for children using the service. We expect the responsible individual to take action to rectify this and it will be followed up at the next inspection.

We have also made some recommendations which are detailed at the back of this report.

# **1. Well-being**

## **Summary**

Children speak and express themselves clearly and are confident to communicate with their peers and staff. They confidently make choices and decisions about their activities and play. The children show interest and excitement in their play and thoroughly enjoy the activities and resources on offer.

## **Our findings**

### **1.1 To what extent do children have a voice?**

Children make choices and their decisions and are listened to.

Children confidently moved from one play area to another and expressed their views quite clearly. Children asked for items to play with and chose where they wanted to play e.g. in the outdoor area or in the play rooms. Children had a choice of snacks and also told staff if they didn't like their snacks. One child told staff that he did not like melon and staff offered an alternative. Children participated well in the activities and had free play opportunities throughout the visit.

Children have a strong voice.

### **1.2 To what extent do children feel safe, happy and valued?**

Children are settled and relaxed at the service.

All children arrived happy and settled well. They busied themselves with the activities on offer to them. We saw that children had good relationships with the staff caring for them. They were totally at ease and relaxed with their carers. We heard children shout 'bye' to their friends when they left the club. Children's behaviour was good, we heard them say "please and thank you". Children had respect for each other and the staff. We saw children confidently approach staff, to ask for various play resources and to ask to go to the toilet.

Children are evidently safe and happy.

### **1.3 How well do children interact?**

Children co-operate with their peers and adults.

Children played well together and shared the selection of resources. We saw some children share the bubbles and take turns with the gym ribbons, making patterns in the air. We heard children use good manners, for example a child asked, "can I have some water please?" to which a staff member replied, "of course you can". Children cheered when one child had carefully and successfully coloured his picture. His sibling commented, "mum will be so proud of you". Children were busy and having fun, their behaviour was good.

Children interact confidently.

#### **1.4 To what extent do children enjoy their play and learning?**

Children are engaged in play based activities.

Children enjoyed their time at the service. They had plenty of age appropriate choices and freely moved around their play areas and activities. They thoroughly enjoyed their outdoor play session, with some children playing with the hoops and chasing the bubbles. We saw that children enjoyed being outdoors, they also choose to eat their snacks on the picnic tables outside. We heard children practice songs for an upcoming musical show. We heard lots of giggling, laughing and joking during our visits, the children told us they really enjoyed attending the club and had many friends.

Children show great enthusiasm and enjoyment in their play.

#### **1.5 How well do children develop, learn and become independent?**

Children have a good variety of play experiences and they do things for themselves.

Children took part in various age appropriate activities. During play activities, we heard children discuss the various cheeses they liked and trying different cheese during snack time. We saw children show off their football skills and children chasing bubbles and develop their physical skills as they danced to the 'just dance' DVD following dance moves on the large screen. Children helped to tidy up after play. We saw children role playing at a doctor's surgery, putting bandages on each other and taking their temperature. Children's independence was promoted well, they visited the toilets independently and we saw children help themselves to their coats and bags and serve themselves their snacks.

Children are developing their skills successfully.

## **2. Care and Development**

### **Summary**

Staff keep children safe and healthy. Staff are experienced and qualified. Staff manage children's interactions well and show enthusiasm and patience towards the children. They plan fun and interesting age appropriate activities for the children.

### **Our findings**

#### **2.1 How well do practitioners keep children safe and healthy?**

Staff are good at keeping children safe and promoting their general health.

Overall, safeguarding was a priority. A child protection policy was in place and staff were aware of their duties and responsibility to report any concerns. The policy included information in relation to the Prevent Duty guidance. Staff offered healthy snack choices and a selection of fruit at snack time. Leaders had achieved the gold standard award for the Healthy and Sustainable Pre-School scheme. Staff gave children safety messages such as a reminder of how to carry a scissors safely. The supervision of children was good and the staff to child ratio was adhered to. Staff ensured that children had good free flow of indoor and outdoor opportunities. Staff followed good hygiene practices for example, staff wiped tables and regularly promoted hand washing.

Staff successfully keep children safe and healthy.

#### **2.2 How well do practitioners manage interactions?**

Staff model good behaviour and use positive methods to manage interactions.

Staff managed interactions very well. We saw staff play games with the children and chat to them in a respectful and courteous manner. Staff were enthusiastic in their play and discussions with the children, such as asking the children what they were doing, what they wanted to do next and ensuring that children had plenty to do. Children were also respectful of each other and the staff. We heard staff give words of encouragement and support to children who were due to take part in a netball match and a musical show.

Staff are competent in managing interactions.

#### **2.3 How well do practitioners promote children's play, learning and development and meet their individual needs?**

Staff provide a nurturing, fun and caring environment.

Overall staff promoted children play, learning and development well. Staff joined in with children's play and we heard lots of laughter and children were having fun. Staff provided a youth club type atmosphere with a good range of activities and play experiences available to children for both indoor and outdoor play. Staff ensured that children could experience active and quiet times, such as watching a DVD or completing craft activities as well as more active play outdoors. They interacted constantly with the children and the atmosphere was calm and welcoming. Staff enthusiastically joined in the children's conversations about pizza topping and the different cheeses they liked. We heard staff play

a game with younger children encouraging them to correctly identify their hair and eye colour.

Staff promote children's play well by planning interesting and fun activities.

### **3. Environment**

#### **Summary**

The premises is safe, clean and mainly secure. There are effective risk assessments in place. Children have access to many indoor areas and an interesting outdoor area, including the nursery class, reception class, main hall and nursery garden. There is a good selection of age appropriate toys and equipment available.

#### **Our findings**

##### **3.1 How well do leaders ensure the safety of the environment?**

Leaders ensure that the premises are mainly safe and secure.

Access was gained via the main school reception door or via the secure side nursery entrance. However, there were some safety issues as we saw that school staff and other children attending various other after school activities walked through the rooms used by the club to gain access to other areas of the school, and to use the toilets. The outdoor area was enclosed and safe and provided a lovely area for children to play and explore. We found that leaders had completed risk assessments in July 2017. A food hygiene rating of 4 had been awarded to the service. Valid certificates were available for heating appliances and portable appliance tests (PAT) were visible on various electrical equipment. Leaders told us that fire drills had been undertaken each term. Electronic records were dated February 2018. An electronic visitor's record was completed.

Leaders sufficiently ensure the safety of the environment.

##### **3.2 How well do leaders ensure the suitability of the environment?**

The indoor environment is spacious, well decorated and comfortable.

The premises both indoors and outdoors were welcoming and child friendly and overall provided a good environment for play and learning. There was sufficient space and facilities to meet the children's needs, including various play areas for quiet time, table top play, floor play, and for craft activities. The premises promoted independence well and children had good free flow opportunities from indoor to outdoors.

Leaders ensure that the environment is fully suitable for children.

##### **3.3 How well do leaders ensure the quality of resources and equipment?**

Children have access to age appropriate equipment and toys.

Leaders ensured that children had access to furniture, equipment and toys that were appropriate for their ages, needs and development for both indoors and outdoors. The items seen were well maintained and clean. There was some evidence of cultural awareness. Leaders told us that as well as celebrating traditional festivals, they had also celebrated Chinese New Year and the Spanish culture where they had some food tasting sessions.

Leaders actively ensure the quality of resources and equipment.

## **4. Leadership and Management**

### **Summary**

Leaders ensure that the service is generally compliant with the regulations and national minimum standards. Most of the record keeping is organised but we found some documents and policies that needed to be reviewed and updated. Staff recruitment is not entirely satisfactory.

### **Our findings**

#### **4.1 How effective is leadership?**

Leaders are keen to ensure that the service meets regulations and national minimum standards.

A statement of purpose was in place, it mainly contained the information as required, however, it was not dated and did not contain CIW contact information. There was a comprehensive range of policies and procedures however, they had not been dated for review purposes. A safeguarding policy was in place, however, it did not contain information in relation to an allegation being made against the responsible individual and the complaints policy did not contain timescales for dealing with complaints. Children's records such as contracts, information forms and accident records were comprehensive and fully completed. There was a children's register, however, a staff register was not currently in place. Leaders told us they used to maintain a staff register and agreed to re-introduce it. The public liability insurance was valid.

Leadership is mostly satisfactory.

#### **4.2 How effective is self evaluation and planning for improvement?**

Leaders evaluate their service. Leaders are keen to obtain feedback and to improve the service provided.

Leaders had a self evaluation system in place, which included questionnaires for children and parents. Some completed questionnaires were viewed and these contained positive feedback. Leaders were in the process of completing their quality of care report. However, leaders had not completed and returned the required self assessment of service statement (SASS) to CIW.

Leaders are developing their self evaluation of the service.

#### **4.3 How effective is the management of practitioners, staff and other resources?**

Leaders ensure that the service is adequately managed. However, improvements are needed.

Three staff files were viewed and these were mainly compliant with regulations and contained most the required information. However, they were missing Disclosure and Barring Service (DBS) information and one file did not have a health declaration. Leaders confirmed during the course of the inspection, that staff (to include the responsible

individual and person in charge) had DBS certificates via their role within the school, however, these certificates were not valid for their roles at Bright Buttons. Leaders told us that supervision was informal. The annual appraisal information viewed was dated 2013 and 2014. However, leaders told us that the most recent appraisals had taken place in November 2017. Some staff were qualified to Level 3 and some other staff were undertaking an appropriate Level 3 qualification. Leaders told us that all five staff held valid certificates for first aid, child protection and food hygiene. The staff to child ratio was correct.

The management of staff needs some improving.

#### **4.4 How effective are partnerships?**

Leaders and staff keep parents informed about their child's care.

Leaders had a working in partnership with parents/carers policy. Leaders told us that they had a good working relationship with the parents. We heard staff give verbal feedback to parents at collection time. A parents information board was available as well as a social media site. Leaders told us that the policy and procedure file was available to parents on request. Parents spoken to gave positive feedback about the care received by their children and confirmed that their children really enjoyed attending the service. They said there were no issues to raise. Leaders told us that they had very good links with the school.

Leaders have good partnerships.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

None

### **5.2 Recommendations for improvement**

We also recommend that the provider should:

- forward a dated and amended statement of purpose;
- forward a copy of the quality of care report within 28 days of its completion;
- ensure that the rooms/areas used by the club are used for their sole purpose;
- date policies and procedures for review purposes;
- update the safeguarding policy to include information in relation to an allegation against the responsible individual;
- update the complaints policy to include the timescales for dealing with complaints and
- ensure that evidence of staff supervision and annual appraisals are available for inspection purposes.

## **6. How we undertook this inspection**

This was a full inspection undertaken as part of our normal schedule of inspections.

One inspector visited the service on 20 June 2018 for approximately three and a half hours. We:

- inspected a sample of documentation and policies;
- observed practice;
- spoke to children and the staff;
- provided CIW questionnaires to parents and staff and
- provided detailed feedback to the person in charge by telephone on 16 August 2018.

Further information about what we do can be found on our website:

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## About the service

Type of care provided	Childrens Day Care Out of School Care
Person in charge	Louise McLaughlin
Registered maximum number of places	16
Age range of children	3 to 11 years
Opening hours	Monday to Friday 8:00am to 8:50am and 3:10pm to 6:00pm term time only
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	18 November 2014
Dates of this inspection visit	20 June 2018
Is this a Flying Start service?	No
Is early years education for three and four year olds provided at the service?	No
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service. We recommend that the service provider considers Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh language in social care'.
Additional Information:	