Childcare Inspection Report on
Cardiff Metropolitan University Dragon Camps

Cardiff Metropolitan University
Cyncoed Road
Cyncoed
Cardiff
CF23 6XD

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg
This report is also available in Welsh

Date Inspection Completed
23/04/2019
Description of the service

Cardiff Metropolitan University Dragon Camps is a sports and activities camp that is registered to provide care for 40 children under eight years of age. The registered provider is Cardiff Metropolitan University and the service operates across many facilities on the university’s Cyncoed campus. Owen Rodgers has been nominated as Responsible Individual on behalf of the university and a Person in Charge has been appointed to manager the service on a day to day basis. An Academy Manager also supports the Person in Charge. The service offers a semi-structured routine of sports activities through the day during the school holidays, with at least one non-sport activity provided each day. The service is provided through the medium of English, with some incidental use of Welsh. This focused inspection was undertaken to test whether the service has achieved compliance with the regulations.

Summary

1. Overall assessment

We found that the children who attend this service enjoy attending, are listened to and have the opportunity to develop a wide range of skills through the sports activities made available to them. Staff take a fun and friendly approach to providing activities and are motivated to ensure children enjoy their time at the service. Children benefit from access to high quality sports facilities, as well as a welcoming and friendly base room. Management is not sufficiently effective and there are areas where the service does not meet its legal requirements which must be addressed.

2. Improvements

At the last inspection of the service in August 2017, we found that the service was not meeting its legal responsibilities in respect of:

- Staffing (Regulation 27(a) and (b)): ensuring the staff group is suitably qualified;
- Person in charge - suitability (Regulation 8(1)): appointing a suitably qualified Person in Charge to manage the service; and
- Employment of staff (Regulation 29(3)(a)): ensuring staff receive regular supervision meetings with their manager.

At this inspection, we found that the service has met compliance with these regulations. A suitably qualified Person in Charge has been employed and there were sufficient suitably qualified staff for the number of children attending. The Academy Manager also confirmed that staff receive regular supervisions during the operation of the camp.
3. **Requirements and recommendations**

At the last inspection of the service in August 2017, we notified the registered person that the service was not meeting its legal responsibilities in respect of:

- Keeping of records (Regulation 30(1)(a): ensuring registers of children’s attendance are complete.

We did not issue a non-compliance notice because the registered person confirmed this would be addressed as a priority. However, at this inspection we found that no action had been taken to improve the registers of children’s attendance so that they always know which children are present at the service. Therefore, we have now issued a non-compliance notice. Details of the actions required are set out in the non-compliance report attached.

During this inspection, we identified an additional area where the registered person is not meeting the legal requirements and this is resulting in potential risk and/or poor outcomes for children using the service. Therefore we have issued a non-compliance notice in relation to the following:

- Review of quality of care (Regulation 16(1)): maintaining a suitable system for monitoring, reviewing and improving the quality of care given to children.

Details of the actions required are set out in the non-compliance report attached.
1. Well-being

Summary
This was a focused inspection to consider non-compliance. We have not considered this theme in full and therefore we have not issued or revised any ratings awarded previously.

Our findings

Children have a voice in this service. At the beginning of each session, the children are specifically consulted as to which of two planned activities they want to do. During the inspection the first session of the morning was football or craft. The second session in the morning was basketball or football. Activity rotas are planned in consultation with the children on a day to day basis.

Children are secure, comfortable, happy and relaxed in a service where they have developed good relationships with staff and peers. Children engage happily with the activities available. We watched a basketball skills sessions which the children joined in with enthusiastically. Snack time is happy and calm. We watched the children have snack as a picnic in the base room and quiet, relaxing mood music is played in the background during this time.

Children are well able to manage their behaviour. They interact well together, and are respectful of the staff and of following instructions. Children are also respectful and engaged when sports staff come in to run sports activities and they clearly have friendly relationships even with staff they see less often. During sports sessions, children listen really well to instructions, particularly considering their young ages. Dragon Camp rules are displayed on the wall and the person in charge confirmed these were devised with the children last summer. She said they go through them each morning at welcome time to remind children of expectations. Staff praise children for good effort and to help reinforce good behaviour, good listening and an understanding of the expectations.

Children are interested and excited in the sports and play based activities provided. The base room is attractively decorated with flags and bunting, some of which the children have made themselves. There are plenty of games, craft resources, and books, as well as the very high quality sports facilities. We observed a craft activity where the children painted Easter eggs on card shaped like Easter eggs. The children sat quietly and persevered with this activity. After snack, the children all played board games, including Hungry Hippos and Guess Who, as well as jigsaws which they enjoyed. They played together happily in small groups, or chatted happily with staff.
2. Care and Development

Summary
This was a focused inspection to consider non-compliance. We have not considered this theme and therefore we have not issued or revised any ratings awarded previously.
3. Environment

Summary

This was a focused inspection to consider non-compliance. We have not considered this theme and therefore we have not issued or revised any ratings awarded previously.
4. Leadership and Management

Summary

This was a focused inspection to consider non-compliance. We have not considered this theme in full and therefore we have not issued or revised any ratings awarded previously.

Parents and children receive a consistent service upon which they can rely. However, insufficient regard has been paid to the regulations and National Minimum Standards for Regulated Child Care, and as a consequence, the service is not meeting all of its legal responsibilities.

Our findings

Parents and children can generally rely on the service provided, although the management of some aspects of the service is not sufficiently robust, which impacts negatively on elements of the service. We found that registers of children’s attendance did not include all of the information required by the regulations. The form asked for times of attendance to be completed but the service allows parents to complete the register themselves and staff do not check that each entry has been completely fully to ensure they know which children are present at the service, which covers a large area. The service is not meeting its legal responsibilities under the regulations in this respect. This was highlighted on the previous inspection report in August 2017 but no action has been taken to address it. This is a serious matter and a non-compliance notice has been issued in respect of it.

We also found that the service has no formal system in place to consult with service users to review the quality of care provided. Records showed that the last time the service undertook an internal quality of care review was 2016, as well as the CIW self-assessment of service documentation requested in 2017. At the last inspection in August 2017, we highlighted that the last review undertaken was not sufficiently robust, an issue that had also been raised at inspection in August 2014 and for which no action had been taken. Since the 2017, no action has been taken to complete a quality of care review. This is a serious matter as the service is failing to meet its legal responsibilities and we have therefore issued a non-compliance notice in respect of it.
5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

At the previous inspection, we issued a non-compliance notice to Cardiff Metropolitan University Dragon Camps because they did not meet their legal requirements in relation to:

- Staffing (Regulation 27(a) and (b)): At this inspection, we were satisfied the regulations were complied with. We saw there were sufficient suitably qualified staff for the number of children for which care was provided; and
- Person in charge - suitability (Regulation 8(1)): At this inspection, we were satisfied the regulations were complied with. A suitably qualified Person in Charge has been employed.

At the previous inspection, we also notified the registered person that the service was not meeting its legal responsibilities in respect of:

- Employment of staff (Regulation 29(3)(a)): At this inspection, we were satisfied the regulations were complied with. The Academy Manager confirmed that staff receive regular supervisions during the operation of the camp.

At the last inspection of the service in August 2017, we notified the registered person that the service was not meeting its legal responsibilities in respect of:

- Keeping of records (Regulation 30(1)(a): ensuring registers of children’s attendance are complete.

We did not issue a Non-Compliance Notice because the registered person confirmed this would be addressed as a priority. However, at this inspection we found that no action had been taken to improve the registers of children’s attendance and that they still do not consistently record the information required by the regulations. Therefore, we have now issued a non-compliance notice. Details of the actions required are set out in the non-compliance report attached.

5.2 Recommendations for improvement

None
6. How we undertook this inspection

This was a focused inspection undertaken to test whether the service has achieved compliance with the regulations, following the identification of non-compliance at the previous CIW inspection in August 2017.

- One inspector undertook an unannounced visit to the service;
- we observed children and the care they received;
- we reviewed information held by CIW;
- we spoke to a number of children, the staff present, the Person in Charge and the Academy Manager;
- we looked at a selection of relevant records. These included children’s attendance registers, staff information, and Quality of Care reports.

Further information about what we do can be found on our website: www.careinspectorate.wales
### About the service

| **Type of care provided** | Children’s Day Care  
Out of School Care |
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<tr>
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<tbody>
<tr>
<td><strong>Responsible Individual</strong></td>
<td>Owen Rodgers</td>
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<tr>
<td><strong>Person in charge</strong></td>
<td>Joanne Arblaster</td>
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<tr>
<td><strong>Registered maximum number of places</strong></td>
<td>40</td>
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<td><strong>Age range of children</strong></td>
<td>4 to 8 years</td>
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<tr>
<td><strong>Opening hours</strong></td>
<td>8am to 6pm, weekdays in school holidays only</td>
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<td><strong>Operating Language of the service</strong></td>
<td>Both</td>
</tr>
<tr>
<td><strong>Date of previous Care Inspectorate Wales inspection</strong></td>
<td>24 August 2017</td>
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<td><strong>Dates of this inspection visit</strong></td>
<td>23 April 2019</td>
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<tr>
<td><strong>Is this a Flying Start service?</strong></td>
<td>No</td>
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<tr>
<td><strong>Is early years education for three and four year olds provided at the service?</strong></td>
<td>No</td>
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#### 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’.

The service is situated in a primarily English speaking area and the provider does not currently intend to offer or promote a Welsh language service.

#### Additional Information: None
Care Inspectorate Wales

Children and Families (Wales) Measure 2010
Child Minding and Day Care (Wales) Regulations 2010
Care Standards Act 2000

Non Compliance Notice

Childrens Day Care

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with its enforcement policy.

Further advice and information is available on CSSIW’s website www.careinspectorate.wales

Cardiff Metropolitan University Dragon Camps

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Cyncoed Road
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CF23 6XD

Date of publication: Tuesday, 25 June 2019
Non-compliance identified at this inspection

<table>
<thead>
<tr>
<th>Description of non-compliance/Action to be taken</th>
<th>Regulation number</th>
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<tr>
<td>The Registered Person has not ensured that registers of children's attendance contain all necessary information.</td>
<td>30 (1) (a) Sch3.06</td>
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Evidence

The registered person is not compliant with regulation 30(1)(a): Keeping of records.

This is because the registered person has not ensured that registers of children's attendance contain all necessary information.

The evidence for this is that we saw that registers of children attendance did not always contain their times of attendance. The form asked for times of attendance to be completed but the service allows parents to complete the register themselves and staff do not check that each entry has been completed appropriately. We saw that many entries did not contain the children’s times attendance. On 15.4.19, 18 children attended, eight did not have their arrival time recorded, and six did not have their departure time recorded. One did not attend but was left blank (no indication that the child was definitely absent) and one child wasn’t signed in but was signed out. On 16.4.19, 25 children attended, 20 did not have arrival times, and 10 had no departure times. On 17.4.19, 19 children attended, three did not have arrival times and six did not have departure times. On 18.4.19, 14 children attended, three did not have arrival time, and three did not have a departure time. On the day of the inspection (23.4.19), the system for generating registers was broken. They just had a list of the children’s names and the format did not prompt parents to sign their child in or record the times of arrival or departure. Only two of 15 children had an arrival time recorded. When we asked the Academy Manager about the lack of arrival times recorded, she told us that staff were told to ask parents to record this. This has not been effective. Shortly after this, we observed the Academy Manager asking a guardian to sign their child in and she did not request that he complete an arrival time. Incomplete registers which did not adequately record times of children's attendance were raised at the last inspection in August 2017 and no action has been taken to achieve compliance with this regulation and meet legal requirements.

The impact on people using the service is that children may be put at unnecessary risk in an emergency as there is no accurate record of their attendance.
<table>
<thead>
<tr>
<th>Leadership and Management</th>
<th>Our Ref: NONCO-00007679-XBGX</th>
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<td><strong>Non-compliance identified at this inspection</strong></td>
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<tr>
<th>Timescale for completion</th>
<th>27/09/19</th>
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<tr>
<th>Description of non-compliance/Action to be taken</th>
<th>Regulation number</th>
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<td>Suitable arrangements have not been put in place to establish and maintain a system for monitoring, reviewing and improving the quality of care given to children.</td>
<td>16 (1)</td>
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**Evidence**

The registered person is not compliant with Regulation 16 (1) – Review of quality of care.

This is because suitable arrangements have not been put in place to establish and maintain a system for monitoring, reviewing and improving the quality of care given to children.

We found no evidence that a Quality of Care review had been undertaken since the SASS was completed for CIW in 2016/2017. The Academy Manager confirmed that the most recent report of an internal review that had been undertaken was dated 2016. When we discussed the need to undertake a review of the quality of care, she was unaware that such a regulation existed.

The impact on people using the service is that children and their parents do not benefit from a service that is effectively monitored. There are aspects of the service which require attention because they do not meet the National Minimum Standards, and in some cases the regulations. An effective quality assurance system would have helped to mitigate these issues and ensure that the service met the needs of children and parents and it provided a good quality of care in line with the required standards.