

Childcare Inspection Report on

Joanne Mills

Cardiff



Date Inspection Completed

10/07/2019

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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

Description of the service

Joanne Mills is registered with Care Inspectorate Wales (CIW) to care for up to nine children under 12 years old. She lives in the Pontprennau area of Cardiff with her husband and two school age children. The service operates from 7.30am to 9am and 3.30 pm to 6pm, Monday to Thursday during term time. This is an English language service which uses incidental Welsh.

Summary

Theme	Rating
Well-being	Good
Care and Development	Good
Environment	Adequate
Leadership and Management	Good

1. Overall assessment

Children are relaxed and comfortable in the child minder's home. They receive individual care and attention which meets their needs. Close relationships are evident as children attend the service regularly and are very settled. The environment is inviting and safe and is organised from a child's perspective. Attention is needed to ensure regular and timely servicing of utility systems. There are effective management systems in place which meet the requirements of the regulations, and the child minder is motivated to improve her service continually.

2. Improvement

The child minder has undertaken safeguarding training and reviews and updates her policies and procedures regularly.

3. Requirements and recommendations

We found the child minder was non-compliant with Regulation 25 (a) as she did not have a current safety certificate to show the gas boiler had been serviced within the last year. We have not issued a non-compliance notice on this occasion as the child minder arranged for the check to be carried out the next day and forwarded the certificate to us.

We have made two good practice recommendations which are outlined in the report and summarised in section 5.2.

1. Well-being

Good

Summary

Children are happy and settled with the child minder. They receive good quality care which provides a strong foundation for their development and wellbeing. There is a relaxed and comfortable atmosphere within the home and children are happy to express their views and opinions. Activities are provided which suit the age and stage of development of the children.

Our findings

Children receive support to make choices and their decisions are respected. The six children who arrived after school were confident to express their wishes and knew that the child minder would listen to them. Their needs are anticipated by the child minder as she knows them very well and listens to them with intent. They move around the home with ease and make their own choices. Children's views are considered when planning activities which are changed if children lose interest and decide to play with different resources. Children told us they often choose to go to the park after school, all year round, and that this is a favourite activity.

Children very much enjoy attending the service and look forward to meeting up with their friends. They told us they are able to relax and feel comfortable with the child minder and her family. Some children like to sit and chat while others choose to play outside in the garden as soon as they arrive. They approach the child minder for support or reassurance when it is needed, and value the nurturing care which the child minder provides.

Children play together cooperatively, share resources and help each other willingly. Older children act as role models to younger children and they told us they often buddy up with children to give support and direction when needed. Children manage disputes themselves and are able to negotiate fairly when disagreements or differences of opinion occur. Children value the opportunity to sit around the table at teatime and take their turn to share the best part of their day.

Children told us they enjoy their activities when attending the service. One group of five children had started building a 'Lego mansion' the previous day and were keen to continue with the project which was waiting for them to resume. They looked forward to cooperating on this and showed imagination and creativity with the construction. We saw children moving from one activity to another with ease. Some children decided to play inside with new coloured pens after playing football in the garden. They ask for the resources which they like and which are put aside for them, such as books to fill in and to colour.

Children receive encouragement to be independent and to take responsibility for their own belongings. They are expected to help tidy away resources and to set the table for the evening meal. They learn about road safety and how to behave appropriately when they are

out with the child minder who sometimes has up to nine children. This is valued as an important life skill by the children.

2. Care and Development

Good

Summary

The child minder is an experienced and confident childcare practitioner and has developed a good range of effective systems to ensure that children's health and safety is prioritised and that their needs are met. She has put in place the required policies and procedures to promote positive outcomes for children.

Our findings

The child minder has a good understanding of her responsibility to safeguard children and to promote their welfare. She has the knowledge and confidence to recognise any issues of concern and is clear about her duty to refer any safeguarding issues to the appropriate statutory authority. There is a child protection policy in place which refers to the Prevent duty. This is a government strategy which outlines the responsibility of all service providers to protect children from the dangers of radicalisation and extremism. The child minder last undertook a child protection course in 2016 and is in the process of accessing up to date training. Accidents are well recorded and typical of the age and stage of development of the children. The child minder has good systems to keep children with allergic reactions safe, and has been trained to use emergency medication. She provides a meal for children after school and ensures all religious and cultural requirements are taken into consideration. Food is varied and nutritious and children told us they look forward to their meals. Each child has their own water bottle which they carry with them.

There is a behaviour management policy in place which outlines the importance of consistency and clear boundaries for children. The child minder provides a calm and caring environment where children feel safe and develop self-esteem and confidence. She is an excellent role model for children. She understands that factors such as tiredness and hunger can affect children's behaviour and pre-empt these situations successfully. The child minder prepares well for her days when she is caring for children and this means she can give them her full attention. Parents are fully informed about all issues relating to their children.

As children attend before or after school, the child minder does not keep formal developmental records. However she ensures children's interests and wishes are taken into account when planning activities and purchasing new resources. Some children talked to us about their interest in wildlife and plants and told us they enjoy visiting parks and playing in the garden. The child minder encourages children by providing opportunities and resources to take part in chosen leisure pursuits.

3. Environment

Adequate

Summary

The child minder's home is safe, welcoming and well maintained. Children use the living room and dining room and one bedroom upstairs. They also have use of the back garden. Attention is needed to ensure the gas system is serviced annually.

Our findings

The environment is clean, well maintained and secure. Regular safety checks take place and risk assessments are carried out on all areas of the premises and when visiting community facilities. The front door is locked at all times and a record is kept of any visitors when minded children are present. There is a register of children attending each day which includes the times of arrival and departure as is required. We saw evidence to show public liability insurance is in place. Good attention is given to fire safety and smoke alarms are checked regularly. The child minder carries out fire drills with all children at least termly. Recording of drills does not include full information about evacuations to identify any hazards or difficulties encountered which could be beneficial.

The child minder's home is welcoming and child centred, and provides a rich environment for children's play and learning. There are very good facilities and enough space for children to play and relax in comfort. The outdoor area is used and valued by children and they are able to explore and be curious about the natural world freely. A number of children go straight into the garden to play football when they arrive home from school and value the opportunity to engage in physical play and explore the outdoor environment. The layout of the house is arranged from a child's perspective and resources are stored to be accessible to children. We saw children playing comfortably on the floor and sitting at the table in the dining room as appropriate. Children have use of toilet facilities on the ground floor as well as the first floor. The facilities are clean and fresh and children use paper towels as a means of infection prevention and control.

Resources provided by the child minder are suitable for the needs of children and we saw activities and games are age appropriate and offer variety and choice. These support their learning and interests and include games, puzzles, books, construction toys and outdoor gardening resources. The child minder told us that she regularly cleans the toys and discards anything that is broken. She rotates the resources and ensures children's requests are considered when replenishing her stock.

4. Leadership and Management

Good

Summary

The child minder manages her service efficiently with due regard to the National Minimum Standards (NMS) and the Child Minding and Day Care (Wales) Regulations. She is well motivated and is open to new developments. She demonstrates confidence and skill to promote positive outcomes to children and their families.

Our findings

The child minder organises her service effectively. There is a statement of purpose which requires updating to reflect when the child minder is working. The child minder agreed to send this to CIW. She told us that she regularly consults the CIW website to ensure that she has information about any new developments. She has arranged to attend a training course relating to compliance with the regulations to ensure she is up to date with all issues within the sector. The child minder is affiliated to a national child-minding umbrella organisation, which provides information and support when needed. All the required policies and procedures are in place and we noted they were last reviewed in November 2018. Both the child minder and her husband have current Disclosure and Barring Service checks.

There are systems in place to evaluate the quality of the service and to plan for improvements. Parents complete questionnaires which reflect how much they value the service, especially the 'home from home' environment, flexibility and availability. Parents state their children are very disappointed if they are not able to attend the service. Children are also asked for their views which are extremely positive. They derive satisfaction from the positive, friendly relationships and the quality of activities. There is a complaints policy in place, however no complaints have been received. We looked at four children's files and saw that all the necessary information was in place to care for children safely. The child minder told her she has a waiting list of families who wish to use her service.

The child minder organises her time efficiently and maintains orderly records of her qualifications, training and certificates. She prioritises tasks effectively and ensures she is available to children when they need her. She does not employ an assistant. The child minder has organised a backup child minder who is able to look after children in the case of an emergency. The child minder maintains positive, professional relationships with parents to maximise the benefits of the service to children.

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

None

5.2 Recommendations for improvement:

We discussed the following good practice recommendations with the child minder;

- Include additional information on records of fire drills to identify any actions taken and
- update the statement of purpose and send to CIW.

6. How we undertook this inspection

One inspector undertook an unannounced visit to the service for four hours on 10 July 2019:

- We engaged with the six children present;
- we looked at the information held by CIW;
- we looked at a wide range of records. These included the statement of purpose, risk assessments, copies of policies, which included safeguarding, safety records and monitoring records;
- we looked at feedback information from parents and children;
- we looked at three children's records;
- we made a visual check of the premises used by children and
- we provided verbal feedback to the child minder at the end of the inspection.

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

www.careinspectorate.wales

7. About the service

Type of care provided	Child Minder
Registered Person	Joanne Mills
Registered maximum number of places	9
Age range of children	3 to 12 years
Opening hours	Monday to Thursday 7.30am to 9 am and 3.30pm to 6pm, term time only
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	19 November 2015
Dates of this inspection visit	10 July 2019
Is this a Flying Start service?	No
Is early year's education for three and four year olds provided at the service?	No
Does this service provide the Welsh Language active offer?	This service 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 the service provider consider Welsh Government's ' <i>More Than Just Words Follow on Strategic Guidance for Welsh Language in Social Care</i> '.
Additional Information: None	

Date Published 28/08/2019