



# Childcare Inspection Report on

**Dorothy Owen**

**Llanidloes**



**Date Inspection Completed**

04/06/2019

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<b>Ratings</b>	<b>What the ratings mean</b>
<b>Excellent</b>	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
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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

The child minder offers care from her home on the outskirts of Llanidloes. Registered in August 2015 she can provide care for up to 3 children between the age of 0 to 12 years old. The service operates between the hours of 8.00 am and 5:30 pm Monday to Friday across the year. The language used at the service is predominately English but some Welsh is used with the children.

### Summary

Theme	Rating
<a href="#">Well-being</a>	Good
<a href="#">Care and Development</a>	Good
<a href="#">Environment</a>	Good
<a href="#">Leadership and Management</a>	Adequate

#### 1. Overall assessment

We, the Care Inspectorate Wales (CIW) found that children are well cared for, secure and happy. Children are relaxed and very comfortable in the child minder's home. Their needs and wishes are met promptly and they enjoy a wide range of activities. Although the child minder is organised there are some areas that require attention in care and development and leadership and management. The environment is warm, child friendly and offers a thoughtfully planned outside play area. Partnerships with parents are good.

#### 2. Improvements

None

#### 3. Requirements and recommendations

The child minder was caring for more children than she was registered for; however, following the visit and after receiving a letter from CIW she is now operating within her current conditions of registration

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

# 1. Well-being

**Good**

## **Summary**

Children have a clear voice and feel safe, happy and comfortable at this service. They interact well and have a good relationship with the child minder. They enjoy their play and learning and have opportunities to develop their independence.

## **Our findings**

Children, throughout the inspection had free play opportunities. They were able to make choices about what they wanted to play with and they eagerly told us what their favourite play items were. 'I have a pirate ship' said one child 'and this is my super hero'.

Children were happy and relaxed. They had a good relationship with the child minder, they were confident and comfortable in her care and we heard them ask for their drink. Children were making rhubarb crumble 'Aunty Ann, can we put it in the oven now to cook' they asked excitedly.

We saw children confidently approach the child minder to ask for support and for play resource such as jigsaws. Children's behaviour was good, and they said 'thank you' voluntarily; without prompting from the child minder. Children independently washed their hands after preparing the fruit for the crumble, with the child minder on hand to offer support if necessary. Children used a peeler and proper cutlery, such as a knife to help clean and dice the rhubarb and they took great pride in weighing out the flour, 'look it's reached the black line' said a child proudly 'we have enough now for the crumble topping'. The children thoroughly enjoyed their cooking experiences and have fun.

## **2. Care and Development**

**Good**

### **Summary**

The child minder keeps children safe and healthy. She manages the children's interactions in a kind, caring and consistent manner. The child minder promotes their learning and development well.

### **Our findings**

The child minder was aware of her duties and responsibilities to report any safeguarding concerns. However, she was not aware of the Welsh Government's 'Prevent Duty' Guidelines about identifying any perceived radicalisation behaviour. The child minder told us that she was aware of the children's needs such as their allergies and dietary needs and we saw that this was recorded on the children's individual information forms. The child minder followed hygienic procedures. For example she encouraged children to wash their hands

The child minder managed interactions well and spoke in a calm and positive manner at all times. We heard her constantly chat to the children, asking them questions and giving them choices throughout the visit. For example, she encouraged the children to use proper knives to cut up rhubarb. She explained how the fruit would cook when the children asked her what happens when it goes in the oven. The child minder helped the children to understand what a weighing scale was for and how to 'measure ingredients'. The child minder praised children for their efforts and good behaviour. For example when they finished their cooking activity, we heard her say 'well done' and 'good boy'.

The child minder told us that the children were not with her for long periods of time and therefore she mainly offered free play. We also heard the child minder expand the children's play by joining in and discussing the children's play and ideas. The child minder promoted children's self-help skills and independence well. However, there were no plans of activities in place and the child minder does not keep developmental progress records for children. Neither was the child minder aware of the Welsh Government's Food and Nutrition Guidance nor the Public Health Wales Guidance about Cross Infection Control for Child Minders, Day Nurseries and Playgroups.

### **3. Environment**

**Good**

#### **Summary**

The child minder provides a very safe and homely environment. The outside area is particularly well designed and creates a stimulating and interesting outside play area for the children. There is suitable space for children to play, rest and explore. She has a very good selection of suitable age appropriate resources, furniture and equipment for children.

#### **Our findings**

The child minder ensured that the environment was safe and secure. For example, the front entrance door was kept locked and the back garden area was fully enclosed. She had risk assessments for the premises in place. A valid heating test certificate was available and the child minder had practised fire drills with the children. The child minder had a fire blanket and tested her smoke detectors regularly.

The child minder ensured that the rooms used by the children were welcoming and provided a good environment for play and learning. There was sufficient space and facilities to meet the children's needs.

Children had access to the living/dining room, where they used it for play time, quiet time and to eat their snacks. The child minder had provided a delightful outside play area for the children that included a 'gruffulo cave'. However due to very inclement weather the children were unable to play outside. Children had access to a ground floor bathroom. The child minder had provided a vast range of play materials and these were found to be in good condition and clean.

## **4. Leadership and Management**

**Adequate**

### **Summary**

The child minder is generally organised and has some effective record-keeping systems in place. She manages her business well but had not evaluated the service provided. Partnership with parents is good.

### **Our findings**

The child minder had an accurate statement of purpose in place outlining her service although this did not include a statement to let parents know that she reviews her statement of purpose annually. She also maintained a range of policies and procedures that had been reviewed in January 2019. However, she had not reviewed her statement of purpose since 2017 and she was unaware of the changes because of the General Data Protection Regulations (GDPR). The child minder maintained a range of fully completed records such as a register of attendance for the children and various consent forms and contracts. The child minder did not currently maintain developmental records for children. The public liability insurance certificate was valid.

The child minder had not carried out a quality of care review for some years. The child minder was aware of the total number of children that she is registered to care for but on the day of the visit she was caring for too many children under 5 years of age. In addition she was using her husband as an assistant but had not notified CIW or undertaken any essential vetting checks on him. This was discussed with the child minder and since the inspection she has taken steps to bring her registered child numbers back to within the conditions of her registration. The child minder was experienced and had completed some core training such as child protection, first aid and food hygiene.

The child minder shared information informally with parents at collection times; usually a verbal report of the children's day. The child minder told us that she had good relationships with parents.



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

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

None

### **5.2 Recommendations for improvement**

- Update your Statement of Purpose (SOP) to include information about your obligation to review your SOP annually;
- familiarise yourself with the Public Health Wales Cross Infection Control: Guidance for Child Minder, Day Nurseries and Play Groups;
- carry out a Quality of Care Review for your service, prepare a report for your findings and submit to CIW by October 31<sup>st</sup> 2019. This is an annual requirement for registered providers;
- familiarise yourself with the Welsh Government's 'Prevent Duty' Guidance concerning radicalisation behaviours;
- update your confidentiality policy to include information about GDPR and
- develop a system to record children's developmental progress and use this to inform your activities planning;

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

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

One inspector visited the service on 4 June 2019 for approximately 2 1/2 hours. We:

- inspected a sample of documentation and policies;
- observed practice;
- spoke to the children and the child minder;
- provided detailed 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](http://www.careinspectorate.wales)



## 7. About the service

Type of care provided	Child Minder
Registered Person	Dorothy Owen
Registered maximum number of places	3
Age range of children	0 to 12 years
Opening hours	Monday to Friday 8:00 am to 5:30 pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	8 July 2016
Dates of this inspection visit(s)	4 June 2019
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:	

Date Published 31/07/2019

No noncompliance records found in Open status.