



Childcare Inspection Report on

Sarah Underhill

Pontyclun



Date of Publication

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Description of the service

Mrs Sarah Underhill has been providing care from her home since January 2016. She provides care for up to ten children up to twelve years of age and operates Monday to Friday 8am – 6pm. She employs an assistant to help her two days per week. The service is provided mostly in English but she is able to provide the service in Welsh where parents request it.

Summary of our findings

1. Overall assessment

Children enjoy a good range of interesting indoor and outdoor activities. They are happy, settled and confident. The child minder promotes a healthy lifestyle and places an emphasis on outdoor play and activity. The environment in which care is given is safe and stimulating. The child minder is committed to ongoing improvement and involves both parents and children in discussions about ways to improve the service she offers. The child minder's documents and records would benefit from being more organised.

2. Improvements

Significant landscaping work on the garden has been completed providing a safe and stimulating place for outdoor play.

3. Requirements and recommendations

We made some recommendations regarding operational matters under the leadership, and management and care and development themes. Information on these can be found at the end of the report.

1. Well-being

Summary

We found that children are listened to, valued and are encouraged to develop independence. Children experience warmth and kindness, are stimulated and motivated to play with a range of resources.

Our findings

1.1 To what extent do children have a voice?

Children make appropriate choices, are listened to and are encouraged to speak and express themselves. We heard children speak confidently and make their views known. For example, when asked if they were ready for a tea, they said yes and ran in from the garden to the cloakroom to wash their hands. The children were decisive when making choices and it was clear they knew that their requests within reason would be met. After tea children asked to play with play dough and happily chatted to each other and the child minder and her assistant whilst making figures. Children were very confident in the surroundings, running between the various rooms and garden and very aware of their responsibility to look after toys. We witnessed a conversation about tidying toys away and children quickly responded and smiled at the praise they received. There was a very wide range of resources available to children who appropriate choices and enjoyed their play.

Children have a strong voice, express their opinions confidently and decide what they want to do

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

Children feel safe and relaxed and know that their feelings and concerns are taken into account. The children present were relaxed and at ease with the child minder and her assistant and confidently approached them for help and support. We saw children chatting and giggling during their play, enjoying football in the garden and a colour matching game in the tuff tray as well as playing with figures and construction blocks in the play room. The children responded well to praise; smiling when the child minder said 'well done' and 'clever girl'. Children were happy playing with the play dough and chatted to us confidently during this time. They then proudly showed their finished article and told us that it was a worm. Children then enjoyed singing the song 'wiggly worm' with the child minder and her assistant, laughing and jumping around.

Children are very settled, happy and relaxed and have formed bonds of affection with the child minder, her assistant and family.

1.3 How well do children interact?

Children understand their feelings and emotions and are learning how to express them appropriately. The children played well independently, with each other and the child minder and assistant. They chatted happily and confidently during play and also during discussions with us whilst undertaking their craft activities. They accepted encouragement from the child

minder to choose colours of play dough, cutters and modelling tools when they needed it. When the children tired of an activity, their views were taken into account about what they wanted to do next .They enjoyed playing in the play room with figures and construction blocks and then chose jigsaws to do at the kitchen table.

Children's behaviour and interaction is very positive at the service

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

Children have a wide range of play activities and experiences. They enjoy their play and learning activities. The children were involved in choosing activities, they were able to sustain their interest for a reasonable amount of time, and they really enjoyed playing together in the garden and later doing jigsaws together. However, one of the children tired of this and then played with the play kitchen area in the corner of the playroom where they could see and hear the other children.

Children thoroughly enjoy their time with the child minder.

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

Children have a good variety of experiences, which promotes their all-round development. Children explored opportunities to show independence during our visit. Children had tea whilst we were present; they went to the cloakroom to wash their hands after coming in from the garden. Children were encouraged to eat independently sitting at the kitchen table. When one child became distracted the child minder gently encouraged them to eat. Children also accessed the toilet facilities independently, those requiring help were assisted discreetly by the child minder. Children go twice weekly to a local playgroup and meet up regularly with other child minders and their children which promoted their social skills. They enjoyed physical play outdoors in the garden, local parks and beaches. Running around the home and the garden develops their gross motor skills and the play dough and jigsaw activities develops their fine motor skills

Children have many opportunities to promote their independence.

2. Care and Development

Summary

Children are safe and cared for by a caring, calm and patient child minder. She is enthusiastic and qualified to carry out her role.

Our findings

2.1 How well do practitioners keep children safe and healthy?

The child minder promotes children's health and well-being. She had policies and procedures in place which helped to ensure children were safe including a safeguarding policy. However, neither she nor her assistant had attended safeguarding training. The child minder was aware of her specific responsibilities under the 'Prevent' strategy on how to protect children from being drawn into radicalisation but had not produced any policy statement on this. By the time of our second visit she had completed this. Again, there was no policy on the use of IT and social media in place, but she produced one by the time of our second visit. The child minder had accident records available, which included parents' signatures, as did medication records. Both the child minder and her assistant has a paediatric first aid certificate dated 25 March 2017. She has a first aid kit available in the kitchen and one in the car. There are consents in place for emergency medical treatment, outings, photographs, observations, sun cream and transport in the family car however; parents have not given express consent for their children to have access to the family dog. The child minder provides home cooked meals and snacks and drinks taking into account the children's wishes and dietary needs. Children enjoyed a tea of roast chicken and vegetables followed by watermelon. She provided healthy drinks of water, milk and no added sugar juice and we saw her encourage children to drink. The child minder last attended a course on food hygiene in February 2016 but this expired on the 15 February 2019.

Children are kept safe and their physical health is promoted.

2.2 How well do practitioners manage interactions?

The child minder is a good role model in her interactions with the children. She is calm with children, recognises and intervenes when she needs to. She calmly talks to them about sitting nicely whilst eating. We heard her say 'thank you' when a child passed their plate and cup to her. The child minder gave parents a copy of her behaviour policy along with others when their children started attending her service.

The child minder's experience enables her to manage behaviour consistently and effectively.

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

The child minder knows the children well, understands their needs and, keeps parents well informed about their child's progress. We saw that information about the children was comprehensive and included the child's likes, dislikes and allergies, and information about their family. Each child had a 'learning journal' which recorded their development, arts and

crafts and photographs, these were given to them when they left the service as a memento of their time there. The child minder planned regular activities that met children's needs and included regular trips out to parks, walks, library, some local playgroups, soft play areas and local beauty spots such as Jacksons Bay in Barry and St Fagans museum. Parents confirmed in feedback that their children enjoyed coming to 'Auntie Sarah's' and had developed well in her care. They were very appreciative of the care and support their children received. The child minder was very responsive to children's needs and clearly knew them well. She was pleased at the way in which children developed all of their skills.

The child minder plans interesting and stimulating activities that promote the children's play and development.

Environment Summary

Children are cared for in a house that is comfortable, spacious, safe and stimulating. There is a lounge, and open plan kitchen/ dining room as well as a playroom off the hallway. Children use the downstairs cloakroom. The garden has had significant landscaping work completed. This now provides a spacious, safe and stimulating place for outdoor play.

Our findings

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

The child minder keeps the premises safe, clean and tidy. She has ensured that the rooms used by the children are clean and bright. Risk assessments for all areas of the home have been completed; she reviews these annually and showed us that she also does an informal review of all risks on a daily basis. We found that the premises were secure because we had to knock on the door to gain entry. We were asked for our identification. All areas of the child minder's house to which children had access were clean and well maintained. Fire drills were undertaken on a monthly basis, the last one on 8 February and were well recorded. The gas boiler was serviced on 30 November 2018. The family car had valid insurance and an MOT.

The child minder has effective risk management procedures in place to keep children safe.

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

The child minder keeps the premises secure and clean. She provides a good environment for play, which is well maintained. There were examples of children's recent artwork displayed in the kitchen and playroom. The living room was of a good size with large windows onto the garden making it a bright and cheerful room for play. There was a good assortment of resources including Duplo, construction toys, train tracks, soft toys, jigsaws, puzzles and books as well as a garage, kitchen, and ride on and musical toys. There were comfortable sofas that children could relax on in the living room. A good range of toys for infants and toddlers was also available. The kitchen/dining room was used for craftwork and we saw some recent work the children had completed. There was a downstairs cloakroom and liquid soap, potties and a step stool were available. The garden was very spacious with a paved area and then a large astro turfed area. The landscaping of the garden has been significant, making it a very safe and stimulating place for outdoor play. The child minder had a good range of outdoor toys such as Little Tykes Coupe, scooters; bikes, ride on toys, a playhouse, netball and football goals as well as sand and water play areas.

The child minder provides a stimulating, spacious area for the children.

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

The child minder has a good stock of toys and materials, which are well maintained and clean. We found that the toys were clean and in good condition. There was a good range of equipment for babies and infants including shape sorters and musical toys. Toddlers and infants used high chairs, whilst older children had access to the table and chairs in the

kitchen/dining room and sofas in the living room, which helped them to become more independent. Single and double buggies, a travel cot and car seats were also available.

The child minder offers a good range of resources and has regular cleaning and maintenance systems in place.

3. Leadership and Management

Summary

The child minder is motivated and clearly enjoys her role. She maintains most of the required records and documentation but her paperwork would benefit from some organisation. She has the qualifications required for the role. Whilst the service is provided in English, she takes every opportunity to promote the Welsh language and is able to provide the Welsh language Active Offer for those parents requesting it. Some of her core training and that of her assistant requires updating.

Our findings

4.1 How effective is leadership?

The child minder creates a positive ethos where children feel valued and she strives to promote good outcomes for children. The statement of purpose was comprehensive, clear and informative providing a wide range of information to parents. We saw that the child minder ensured that policies and procedures were clear and focused on the needs of the children although during our first visit there was no evidence of regular review. On our second visit, she had reviewed all policies and put in place a process to record future reviews. When caring for babies and infants she kept a daily diary, which indicated the amount of food, drinks, nappy changes and naps the infants had taken. All of the required child records and documents were in place and well completed.

The child minder recognises that some improvements in her organisation skills will improve outcomes.

4.2 How effective is self-evaluation and planning for improvement?

The child minder has an effective system in place for reviewing her service. She values feedback from parents and children. We saw the current quality of care report completed in 2018 and it included the views of parents and children. Comments from parents were positive including *'We are very happy with the service you provide, you are helpful and approachable, we would recommend to others'* and *'Our child loves going to Auntie Sarah's true extension of our family and has developed so much in your care in both their speech and language skills, especially their Welsh'*. Children's comments included *'I like to come here for breakfast before school and Auntie Sarah always listens to me'*, *'I love cooking with Sarah'* and *'I like playing with my friends at Sarah's house'*. The review was comprehensive, thorough and included plans to improve and develop the service.

The child minder is forward thinking and actively evaluates her service.

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

The child minder manages her business effectively and obtains the necessary checks. She had ensured that herself and her husband's disclosure and barring service (DBS) check were valid, dated 24 January 2019. A household member had a DBS dated 30 January 2019. The child minding mother visits and spends the day every Thursday, the children call her 'Granny Pat', as such the child minder has ensured she holds a valid DBS certificate. She fully understood her responsibility to inform the CIW of any changes to household

members.. The child minder employs an assistant and had all the required documentation in respect of her including a DBS certificate dated 16 June 2016. The child minder told us that she seeks any required advice and support from organisations with expertise in early years and a number of friends who are child minders. An appropriate level of public liability insurance was in place and valid until 31 December 2019. The family car had insurance valid until 19 February 2020 and the MOT was valid until 28 December 2019.

The child minder manages her business to ensure good outcomes for children.

4.4 How effective are partnerships?

The child minder has good relationships with the parents. Parents stated in questionnaires that the care their children received was excellent and were grateful of the child minder's flexibility and the opportunities their children enjoyed with the her. We spoke to three parents who collected their children and all were very complimentary, stating that the care that the child minder gives and her flexibility support them as working families. We saw evidence that the child minder worked in partnership with parents in managing children's allergies and health needs.

The child minder has very positive partnerships with parents and is committed to working together for the children's well-being.

4. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

None

5.2 Areas of non-compliance from this inspection

None

4.2 Recommendations for improvement

We made the following recommendations to the child minder:

- to ensure that both herself and her assistant undertake safeguarding training as soon as possible;
- to update her Food Hygiene training and
- to ensure that parents have given their express consent for their children to have access to the family dog.

5. How we undertook this inspection

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

- One inspector carried out two visits to the service, one unannounced and the second one arranged, lasting approximately seven hours;
- we had discussions with the child minder and her assistant about the service;
- we observed the children and the care which they received;
- we looked at a wide range of records including registers, children's records, policies and procedures, safety records, and the statement of purpose;
- we spoke to three parents collecting their children;
- we inspected the premises and
- we gave verbal feedback at the end of the inspection.

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

www.careinspectorate.wales

6. About the service

Type of care provided	Child Minder
Registered Person	Sarah Underhill
Registered maximum number of places	10
Age range of children	0 -12 years
Opening hours	7.30am – 6pm Monday to Friday
Operating Language of the service	English and Welsh
Date of previous Care Inspectorate Wales inspection	8 September 2016
Dates of this inspection visit	18 February 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 provider offers the Welsh Language Active offer
Additional Information: None	

No noncompliance records found in Open status.