



# Childcare Inspection Report on

**Donna Browne**

**Monmouth**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**



**Date Inspection Completed**

24/06/2019

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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

Donna Browne registered with Care Inspectorate Wales CIW to provide care for six children under 12 years of age. She operates her child minding service from a property in the Osbaston area of Monmouth with another child minder. She has been registered since August 2017. Donna child minds Monday to Friday between 8am to 5.30pm throughout the year. Care is provided through the medium of English although some incidental Welsh is introduced.

## Summary

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

### 1. Overall assessment

Children are at the heart of this child minding service. They enjoy an excellent range of indoor and outdoor activities. They appear happy, settled and confident. The environment in which care is given is safe and clean. Parents are very happy with the service provided. The child minder is committed to ongoing improvement and involves both parents and children in discussions about ways to improve the service she offers with her co-minder. The child minder's documents and records are well organised.

### 2. Improvements

Recommendations from the last inspection have been addressed. Records of fire drills have improved. The uncollected child policy now includes a clear process to follow in case a child has not been collected and children's toys and activities are now clearly labelled with pictures to help children to become independent in their choice.

### 3. Requirements and recommendations

There was no non compliance noted at this inspection. We have made recommendations mostly in relation to the record keeping and environment. These are outlined in more detail at the end of the report.

# 1. Well-being

Excellent

## Summary

Children at this service feel safe, happy and valued. We found that children are listened to, valued, develop independence and are stimulated and motivated to play with a range of resources. They express themselves confidently and have a strong voice. Children interact well and have warm relationships with the child minder.

## Our findings

Children make appropriate choices, are listened to and are encouraged to speak and express themselves. We saw that children were able to chat and express themselves, both verbally and non-verbally to make their views known. For example, on arriving after school, the older children were asked what they would like to do, initially they chose to play with the younger children, greeting them with excitement and asking the younger ones if they could join in with their play with small world toys, dolls, and pushchair. After a while an older child asked if they could play in the garden, but then changed their mind and decided to make friendship bracelets instead. It was evident that they knew that their requests would be met. Children could make independent choices within their free play from a good range of resources.

The children were relaxed and at ease with the child minder and confidently approached her for help and to show her what toys or activities they were doing. The children responded well to praise. For example, we heard the child minder praising the children saying 'well done' and 'clever boy' 'clever girl', and 'thank you for helping'. We heard children talking to each other and the child minder animatedly. Children present were confident in the child minder's company calling her by a nick name they had made up by shortening her name. The older children described to us the individual strengths of both child minders, they said 'Donna is fun and she's like a friend to us and Jo is the one who gives the best cuddles'. This shows the clear affections and ease the children hold both child minders.

Children sustain interest for age appropriate amounts of time and move freely between activities. We saw the children taking part in a variety of activities including imaginative play, playing with dolls, pushchair, and soft toys. The children were involved in choosing the activities and we saw them able to sustain their interest for a reasonable amount of time and really enjoyed playing together in the garden. A toddler happily played with interactive and musical toys on the play mat on the play room floor and the child minder got down on the floor with them and encouraged them to make the sounds that the toys were making. The children were happy playing independently but also with the child minder and other children. Children take part in play-based activities, which are interesting and exciting.

## 2. Care and Development

Excellent

### Summary

Children receive care from an experienced and qualified child minder who is committed to meeting the needs of the children in her care. She has excellent knowledge of child development and ensures regular discussions between herself, co-minder and parents.

### Our findings

The child minder has a good understanding of her role and responsibilities in relation to safeguarding children. The child minder was aware of the duty to prevent children from radicalisation and had incorporated this aspect into her safeguarding policy. Daily registers showed times of arrivals and departures are clearly noted. Children are kept safe and healthy with regular physical activities and outdoor play. The child minder ensured that children have plenty of opportunity for regular physical exercise, walking to, from school and to local parks and toddler groups. We saw that the child minder had reviewed all her policies and procedures on annual basis. The child minder provides snacks and meals, following good food hygiene practice. We observed children during lunch time happily eating pasta with tomato sauce. All the children requested extra cheese to be grated on their plates and both child minders obliged happily. The child minder has registered with the local Food Standards Agency and had up to date food hygiene training. She keeps daily records of the fridge and children's food temperatures. Both childminder practised good hygiene procedures, wearing gloves for nappy changes. We observed both child minders regularly washed their hands and ensured the children did so as well.

We saw that the child minder effectively promoted children's all round development and heard her praise good behaviours, saying, '*well done*', '*very clever*' and '*lovely manners*'. She told us that she instilled good manners in children and we saw this as she prompted children to say please and thank you throughout the inspection. She was consistent in dealing with potential issues when young toddlers wanted the same toys and encouraged them to share saying '*be kind*' and '*wait for your turn please*'. The child minder was calm and patient throughout all the care and employed active listening skills, she got down to the child's level and made good eye contact with the children. The child minder tracks children's development in individual record books. Both child minders had attended training on the Foundation Phase and told us that they found it useful and had started using their learning from this. Children assessment files clearly recorded what they had achieved and what aspects needed practise. We noted that parents had commented on how pleased they were with their child's progress or how the system helped them to think of ways in which they could support their child at home. This clearly demonstrates how parents are fully included in their child's learning and development. Partnerships between setting and home is very strong.

### **3. Environment**

**Good**

#### **Summary**

Both child minders ensure that all areas of the premises are safe and well maintained. The setting is suitable and well equipped for caring for young children. There is a wide range of toys and games indoors and outside for children to enjoy which are in good condition. Daily visual checks should be more meaningful so that hazards such as trailing cables should be minimised and sleep room is uncluttered.

#### **Our findings**

Overall, the premises are safe and records show the child minders regularly check and put measures in place to ensure safety. On arrival, we noted that the premises were secure and a record of visitors was kept. Records showed that fire alarm checks took place regularly and written risk assessments had been reviewed annually. Children have access to a large garden area, which includes the large decking area adjacent to the playroom. We saw all the children including toddlers happily access the decking area all day long. We noted good supervision of the children as each childminder positions themselves either in the garden or indoors. Children have uninterrupted play between indoor and outdoor because most activities reflect both areas. We saw mark making, construction play, messy play, quiet area with books and role play in both indoor and outside. The lower garden area is accessible by a few smaller steps, this area is mainly laid to lawn and children can use this area mainly for physical activities. The child minder showed us that recently the children had made a pulley system by using the clothes line method to fill containers of water and transport it to the far end of the garden where they had organised water play. This was an inventive idea and we were told the older children in particular really enjoyed using the pulley system. However, we noted that the pulleys were low enough of children to become entangled if they ran into the lines across the garden. On discussions with the child minders they recognised that this should have been included in their risk assessments and the pulleys (trailing cables) removed when not in use.

Both child minders ensured the environment was suitable and provided children with homely child care. There was ample space in the areas where children could play including well equipped playrooms. The main playroom has a small kitchenette facility with suitable tables for children's activities and eating snacks and meals. The main play room is finished with soft furnishings including a sofa where children could relax. A step was used in the bathroom to help children access the toilet and washbasin. A sleep room is used for toddlers and babies requiring longer sleep periods. We noted that the floor in the sleep room was cluttered with spare furniture, this can be hazardous when carrying sleeping children from the playroom and back.

### **4. Leadership and Management**

**Good**

## Summary

The child minder is motivated, and works very well with her co-minder. They are both experienced and keen to provide good quality service. The child minder has good systems for evaluating her service, which includes the views of parents and children. The child minder's record keeping is up-to-date and well organised and both attend courses to update their knowledge of childcare.

## Our findings

Leadership is competent and organised, producing good outcomes for children. In the main the child minder provided an up-to-date Statement Of Purpose (SOP) that reflects an accurate picture of the service provided. The practice that we saw during the visit was consistent with the information in the Statement Of Purpose. However, we noted that the SOP did not include patterns of work for both child minders. For example, it does not say which days of the week each child minder works. All legal requirements were in place such as current public liability insurance. We read a sample of the child minder's policies which recently been reviewed and updated. The child minder had updated her confidentiality policy in light of GDPR and had given each parent a copy and asked them to sign and return a duplicate copy for her records. Both child minders told us that they are happy to communicate with parents using a secure social media platform. However, no written agreement had been sought. This would further protect both parties in sharing of messages for their child in this manner.

We saw the current quality of care report and it included the views of both parents and children using the service. The review was comprehensive and included plans for improvement such as developing and updating the outdoor facilities by including more play opportunities and replacing some of the storage. We noted that the child minder administered her service competently and was responsible for her professional development. To help their business management both child minders had drawn up joint training matrix and DBS matrix so that they could easily identify who needed to update their training or DBS checks. This helped the service to operate smoothly and keep children safe. We also noted that both child minders are Conscientious about keeping abreast of child care practice and they both attend additional training and not just mandatory courses such as behaviour training and social inclusion.

The child minder has good working relationships with parents and provides care for children in line with parental requests. The child minder had written information from parents about the care of their child which was up-to-date and comprehensive. Parents and the child minder exchanged information verbally and parents also received daily written information about their child's day. We spoke to parents who told us that they had used the child care over many years and are happy with the service. Others told us that they were delighted with how well their children had



come along and one said their child had 'flourished' with the support of both child minders. Both child minders effectively work in good partnership with each other and with parents to ensure that children experience all the support required to meet their individual needs.

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

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

None

### **5.2 Recommendations for improvement**

In order to further improve the service for the children attending:

- Ensure that the Statement Of Purpose SOP includes patterns of work each child minder offers to help parents make informed choices;
- improve methods of visual checks to include all areas of the setting such as the sleep room and noting hazards such as trailing cables and minimise risk, and;
- extend the permissions sought from parents to include what types of secure social media the child minders will use to communicate with parents.

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

We used the following methods to gather evidence for this report:

- We looked at what we already knew about the service, including notifications since the service was last inspected in May 2018;
- the inspection was carried out by one inspector and took place over one visit;
- we observed activities and interactions between children and the child minders;
- we sampled documentation and records, which included the Statement Of Purpose, policies and procedures, records of accidents and incidents;
- we viewed operational plans, records of attendance and records of any medication administered and
- we viewed all parts of the premises which are being used for child minding purposes, looked at maintenance records and other documentation relating to safety measures and took account of the security measures in place. Our feedback was discussed with both child minders in full.

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	Donna Browne
Registered maximum number of places	6
Age range of children	3 months to 9 years old
Opening hours	Monday to Friday 8am to 5.30pm throughout the year
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	23 May 2018
Dates of this inspection visit(s)	24 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?	<p>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. <i>This may be because 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.</i></p> <p>We recommend that the service provider considers Welsh Government's '<i>More Than Just Words follow on strategic guidance for Welsh language in social care</i>'.</p>
Additional Information: None	

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