



Childcare Inspection Report on

Sarah Morgan-Smith

Cardiff



Date Inspection Completed

04/04/2019

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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

The child minder registered with Care Inspectorate Wales (CIW) in 2018 to care for eight children under the age of 12. She operates from her family home in the Whitchurch area of Cardiff. She provides care Monday to Friday, from 7:30a.m. until 5:30p.m. Children are cared for on the ground floor, with easy access to the kitchen, bathroom and a patio area in an enclosed garden. The service is delivered through the English language and does not provide the Welsh language 'Active Offer.'

Summary

Theme	Rating
<u>Well-being</u>	Good
<u>Care and Development</u>	Good
<u>Environment</u>	Adequate
<u>Leadership and Management</u>	Adequate

1. Overall assessment

The child minder provides a quality service for children and parents. She is skilled in following the children's lead and encourages them to make choices and decisions about their care. Children are happy, enjoy attending and establish strong attachments with the child minder. She works closely with parents to meet children's needs and routinely monitors their learning. There are a variety of opportunities to keep children occupied and children learn through play. The environment is suitable for the purpose of child minding with access to all facilities needed. Children enjoy regular outings and attend local playgroups.

2. Improvements

This is the child minder's first inspection since registration.

3. Requirements and recommendations

We did not identify any areas of non compliance at this inspection. We made some recommendations in relation to operational matters including; updating knowledge around child protection procedures and improving the quality of some policies and documentation. Further information can be found in section five and is detailed throughout the report.

1. Well-being

Good

Summary

Children speak and express themselves confidently. They actively make choices about their play and are consulted about their care. Children are happy and feel safe having developed strong emotional attachments with the child minder. They interact well with their friends and make good progress in all aspects of their learning and development through fun, enjoyable and stimulating experiences.

Our findings

Children have plenty of choice and they voice their opinions. They made decisions about how and where they played in the child minder's home. They selected and asked for toys to play with and moved freely between two rooms, following their own interests. Children requested to make a den and the childminder responded, asking them what they would like to put inside. Children's choices were listened to and they were able to express themselves well. Children were encouraged to choose what they wanted to eat for lunch and were clearly comfortable speaking up about what they liked. Children have a strong voice at the service.

Children are relaxed and content in the child minder's care. They have developed a strong relationship with her. The children were unperturbed by our presence which demonstrates a strong sense of security and familiarity with their surroundings. They chatted to the child minder in a relaxed and natural manner. The settling in policy is implemented appropriately. Children settle in well because there are good procedures in place to help them get to know each other. Children feel secure and develop close bonds of affection with the child minder.

Children are beginning to understand their feelings. We saw the children respond positively to frequent praise and encouragement. We observed children beginning to share and take turns whilst playing with a variety of toys, supported with gentle reminders from the child minder. There was plenty of chat and laughter between children during play and meal times. Children interact with each other positively.

Children sustain an interest in the activities available. They have access to plenty of resources which are appropriate for their age and stage of development. Children were seen to move between different play experiences and they used their imagination to create their own games. During our observations we saw two children playing with jars of coins, they had great fun counting and sorting the coins. Children are motivated and interested in their play and have lots of fun.

Children experience a good range of activities that help them learn through play. They can explore a good variety of freely chosen and directed play. We saw children do this with confidence, exploring a wide variety of toys and activities. Children confidently interacted with the child minder during their play, asking her many questions. This extended the children's learning and inspired them to be creative and thoughtful. Children are encouraged to do things for themselves, such as putting their own shoes on/off, feeding themselves, personal care and tidying away toys. Children have good opportunities to learn, develop and practice independence.

2. Care and Development

Good

Summary

The child minder has a good awareness of the children's individual needs and seeks ways to ensure these are met. Most policies in place are generally up to date. The child minder undertakes training courses regularly, to enhance her knowledge and develop her service. She has well established routines which helps to keep children safe.

Our findings

The child minder implements good practice in relation to healthy eating and lifestyles. She ensures children are physically active each day and she provides nutritious food options. The child minder has an appropriate current first aid certificate and she has completed a Level 2 award in Food Safety. Routines established promote good hygiene. Children were encouraged to wash their hands regularly. Individual hand towels are provided to reduce the risk of cross contamination. A medication policy is in place and medication is only given with prior written permission from parents. The child minder records any accidents or incidents appropriately, however she does not record existing injuries. The child minder records children's attendance and notes the times that they are at the setting. She has established some good procedures and routines to keep children safe and healthy.

The child minder is positive in her approach to managing children's interactions. We observed lots of clapping and cheering and plenty of smiles and encouragement to celebrate children's achievements, significantly enhancing their well-being. The child minder models manners consistently throughout the day, enabling younger children to hear 'please' and 'thank you' appropriately. The Behaviour Management Policy is well written and shared with new parents to ensure her approach in managing children's behaviour is consistent. We observed the child minder encouraging children to take turns and share, using a firm and fair approach. She is fully aware of the different needs and ages of children in her care and adapts her interactions and strategies accordingly.

The child minder facilitates children's learning successfully. She uses the children's 'All about me' forms effectively to learn about each child's needs. Discussions showed she had good knowledge of all the children in her care. Throughout the visit, we observed the child minder develop children's learning through play. For example, whilst the children set up a pretend picnic the child minder asked the children 'which animal eats this food?' She promoted their learning further by encouraging the children to use 'real money' to buy additional pretend items for their picnic. Children develop new skills through a wide range of planned activities and experiences covering all aspects of learning within the Foundation Phase. Some have included, baking, water play, chalking, sensory play, and weekly outings to playgroups to

support their social skills. The child minder uses a Foundation Phase development checklist at regular intervals throughout the year to track children's progress and development. She identifies their next steps across each area and completes a photographic learning journal to show parents the progress their children have made. The child minder provides a service where play and learning is promoted well and individual children's needs are met.

3. Environment

Adequate

Summary

The child minder provides a safe and welcoming environment for children that stimulates their learning and meets their individual needs well. She is aware of the hazards to children and takes appropriate action, but some improvements are required in relation to record keeping. There are a broad range of good quality toys and resources that enhance children's play and learning experiences.

Our findings

The child minder has established a number of routines and developed procedures which help identify and reduce risk. Areas in the home were clean and tidy and a homely atmosphere was evident. The front door was kept locked throughout the visit with keys close to hand in the event of an emergency. A record of visitors is retained and the annual gas safety check was complete. A fire blanket is wall mounted in the kitchen and the first aid kits are easy to access and well maintained. All fire drills are recorded and smoke alarm checks are completed monthly. There are risk assessments in place for the premises and outings, however we found no risk assessment for the garden. Since the inspection the child minder has undertaken a risk assessment for the garden. The child minder keeps children safe by providing suitable safety measures and the right amount of supervision.

The premises are and welcoming and child friendly. Children's art work displayed in the playroom and kitchen giving them a sense of belonging. Children are able to explore freely and there is sufficient floor space for them to play. There is a downstairs toilet that children can access themselves or with support, depending on their individual needs. Children enjoy sociable mealtimes at the kitchen table and harnessed booster seats are provided if necessary. There is a small paved outdoor area for children to enjoy picnics and further activities such as chalking or water play. We noted the hearth could be a risk to small children if they fall, the child minder took prompt action to address this. The child minder gives due consideration to the areas in her home, to ensure it is suitable for the purpose of child minding.

Children have access to a range of developmentally appropriate play and learning resources and equipment. We observed children enjoying playing with the pretend kitchen and food, building blocks and dressing up items. Some natural resources were also available for children to play with. Resources and toys were clean and in good working order. Children are able to access some resources independently. However, boxes are not labelled or transparent which makes it difficult for children to identify what is inside. Labelling helps children make choices and decisions about their play. Puddle suits are available for outdoor play all year round. The child minder ensures

that there is a suitable range of resources to promote children's play and development.

4. Leadership and Management

Adequate

Summary

The child minder manages her services to a satisfactory standard. She is open to feedback and keen to develop her practice. Documents and records are mostly kept to an adequate standard and stored securely. She has developed a good reputation in her community and has strong bonds with the families she works with.

Our findings

The child minder has an awareness of the National Minimum Standards and Child Minding and Day Care (Wales) Regulations. Relevant policies were in place, and most were up to date. We looked at a sample of contracts and children's records and found that they contained all of the relevant information including parental permissions, which ensures that parents are fully aware of what practice is undertaken. The Statement of Purpose includes pertinent information and is an accurate reflection of the service offered. The business is registered with the Information Commissioners Office and all documentation is kept in a secure and organised manner. The child minder is a member of an umbrella organisation which provides her with relevant guidance and information appropriate for her service. Leadership of the service is satisfactory.

There are suitable systems in place to capture the views of parents. We saw parental questionnaires which provided feedback on what the children enjoy and suggestions for improvement. The child minder told us that she will use this information in her quality of care review. The child minder is due to complete her Quality of Care Review as she is approaching her first year of operation. The child minder keeps communication open daily with parents to ensure that she can gather any useful information from parents. There is a complaints policy in place, however this needs updating to include more detail in regards to concurrent investigation. No complaints have been received about the service. On the whole the child minder is developing systems to help her in improving and evaluating her service.

The child minder fulfils her role fairly well. She does not employ any assistant. She holds a current Disclosure and Barring Service check and is aware of responsibilities of renewing these checks every three years. She routinely undertakes training to keep up to date with any best practice and changes to legislation. Contingency plans are in place should the child minder need them in an emergency, she has a named back up child minder and parents are made aware of this. The child minder sets realistic targets for herself and her business.

The child minder has a good relationship with parents. Parents receive good information about the service. This gives them the necessary information to make informed decisions about their children's care. The child minder works closely with parents to learn and share information about each child's needs. She has systems in place to ensure parents are kept well informed about their children's care and learning. Children's daily diaries detail aspects about their day and highlight the next steps in their learning. The child minder stated that she shares photographs regularly and gives daily verbal feedback to update parents about their children's progress. She has developed relationships with a network of local child minders and parents whom with she delivers a weekly 'welsh rhyme time' session at the local library and she regularly attends local playgroups with the children. The child minder has developed effective partnerships.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

The following recommendations were discussed:

- Update safeguarding training;
- ensure that all existing injuries are recorded appropriately;
- undertake a risk assessment for the garden;
- consider labelling resources to further promote children's independence;
- review and update safety on outings policy;
- review and update the complaints policy and
- review and update lost child procedure.

6. How we undertook this inspection

This was a scheduled full inspection undertaken as part of our normal schedule of inspections. Two inspectors carried out an unannounced inspection of the service although we contacted the child minder shortly before arriving to ensure she was home.

We:

- spent approximately five hours with the child minder;
- observed the child minder's practice and interactions;
- spoke to the child minder and the children present about the service;
- reviewed all information held by CIW;
- read questionnaires from parents;
- examined a range of documentation including, policies, procedures, daily records, two children's files and other relevant records maintained as part of the service and
- undertook a visual inspection of the areas used for minding and
- provided formal feedback a couple of days after 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	Sarah Morgan-Smith
Registered maximum number of places	8
Age range of children	Birth to 12 years
Opening hours	7:30 am to 5:30pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	Registered on 23/03/18
Dates of this inspection visit(s)	04/04/2019
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:	

Date Published – Tuesday, 28 May 2019