



Childcare Inspection Report on

Nichola Elsom

Caldicot



Date Inspection Completed

30/07/2019

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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

Nichola Elsom registered in August 2018 with Care Inspectorate Wales (CIW). She operates her service from her home in a residential area of Undy in Caldicot. She is registered to care for up to six children under the age of 12 years. English is the main language used although Welsh is promoted in the child minder's home.

There were two children present during the inspection. The service operates Monday to Friday 8am to 6.30pm throughout the year.

Summary

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

1. Overall assessment

Children using this service are listened to and cared for by a patient child minder. Children enjoy attending the service and are happy. The premises is well spaced with different areas for children to play and rest. There are adequate systems in place to record information and the service is reviewed regularly. Most of the child minder's core training was up to date.

2. Improvements

This is first inspection since the child minder registered in August 2018.

3. Requirements and recommendations

There were no issues of non compliance to report. Recommendations to improve practice regarding record keeping and training are made at the end of the report.

1. Well-being

Good

Summary

Children are listened to, valued and are encouraged to develop independence. They experience warmth and kindness and are stimulated and motivated to play with a range of resources. Children were seen to be visibly confident and had formed a strong attachment to the child minder, as plenty of warm interactions, eye contact and natural conversation were observed.

Our findings

Children are listened to and all attempts at communication are valued. We noted that children had a wide choice of play and learning resources available to them. They were able to move around from activity to activity, playing by themselves, with each other and with the child minder. On our arrival the children invited us to play domino game, explaining how we should match the pictures. The youngest child explained the rules saying "We have to share and it's my turn first then your go". After a while we noted that the older child did not want to play the domino game and had moved on from the lounge to the dedicated playroom in the conservatory. The child minder noted this and invited the older child to join her with a construction game. The child responded with "I don't want to build anything" to which the child minder responded "that's ok." Both children joined in conversations and voiced their opinions, letting the child minder know politely what they wanted to do and when. At lunchtime the children asked the child minder "Can we have a picnic on the floor today?" the child minder agreed and set out a picnic blanket ready for lunch. The younger child wanted to eat the fruit first and the child minder said "that's ok as long as you try a bit of your lovely looking sandwiches after your fruit" the child nodded in agreement and settled down to eat. This demonstrates that children participate well and are encouraged to express their opinions and contribute appropriately to ideas and suggestions about what they would like to do or learn.

We saw children who were well supported, happy and expressing enjoyment whilst in the care of the child minder. They approached the child minder with ease when needing reassurance and comforted when needed, especially when they were tired and in need of a cuddle. Children responded well to endearing names used by the child minder such as sweetheart, we saw them smile and listen when spoken to. Children had play experiences that were unstructured which enabled them to gain a good range of skills to support their independence, participation, and follow interests. For example, we saw that both children played alongside each other the majority of the time and when one of them would approach the child minder the other would stay behind to continue with the play. Over time the children had become independent learners who were curious and keen to find out things through asking questions and participating in age appropriate play and learning activities.

2. Care and Development

Adequate

Summary

The child minder knows the children in her care well. She is able to keep the children safe from harm and has adequate knowledge of what to do if she has concerns. Attending Safeguarding and Prevent training will improve her confidence in scenarios where a referral is required. The child minder has begun to collate observations and assessments of the children in her care.

Our findings

We found that the child minder is able to keep children safe and promote healthy lifestyles, while the children are in her care. Since registration, the child minder had completed a brief online safeguarding training. She provided satisfactory responses to potential scenarios of safeguarding and was confident to contact the relevant authorities should an allegation or an incident take place. However on discussions regarding raising a referral, the time scales of making referral and her knowledge of Prevent Duty were limited. Prevent requires all adults working with children to be able to identify and report concerns regarding radicalisation. We noted that the child minder would benefit from attending further training. That must be completed as soon as possible. The child minder has a current paediatric first aid certificate and is registered with the food standards agency. The child minder is happy to provide cooked meals if requested by parents.

The child minder was observed as being warm and friendly in her approach with the children. She chatted to them in a way that was suitable for their understanding and stage of development and they were often cuddled and comforted. We heard children saying 'please' and 'thank you'. The child minder responded by reinforcing good behaviour saying 'it's nice to share and be kind to each other'. The child minder had a behaviour management policy and parents had signed to say they were accepting of this.

The child minder was confident and relaxed in her practice, and she provided a nurturing and caring environment for the children who were visibly happy and developing in her care. The child minder is a qualified primary school teacher with many years of experience in the class room. We saw evidence that the child minder records the type of activities offered in children's individual daily sheets. She is well aware of the age and stage of development of those children in her care, provides age appropriate play and learning resource, and promotes creative and imaginative play as well as language and numeracy. Each child has scrap book where samples of their work are kept. However, children's next steps are not constantly recorded and observations and assessments need to be better formulated. The child minder actively promotes indoor and outdoor play that promotes growth and development to meet the children's needs.

3. Environment

Adequate

Summary

Children are cared for in a house which is comfortable and safe. There is a suitable range of age appropriate resources. The external areas of the premises are safe with an elevated garden suitably assessed and monitored so that children do not access upper levels of the garden. Records such as fire drill logs need to be better formulated to help the child minder to understand if her process are safe.

Our findings

We noted the environment to be safe and the majority of risk assessments carried out and suitable. The premises were secure with access through the front door which was locked at all times during the inspection. Children spent most of their time indoors during the inspection. This was because there were unusual heavy rain fall throughout the day. The child minder had planned an outing to local amenities after the inspection that the children were excited about. The child minder provided a safe environment for children as she completed visual daily checks. We saw risk assessments for regular outings to the library, parks and play organisations. However the child minder did not have a policy for safe transportation of children whilst off site. We discussed this with the child minder who agreed to devise the policy immediately. We inspected the risk assessment check list and her risk assessment documentation and were satisfied that children were cared for in a safe environment. However, fire evacuation procedures carried out were briefly recorded in the child minder's diary the information did not include enough detail We discussed with the child minder that she need to ensure that records should include information such as the numbers of children, adults and comments noting if the evacuation was successful or not. This will help her assess if her process for safe evacuation is sufficient. We noted that the Gas boiler check had been carried out for the purpose of registration in February 2018. However, we could not site the updated record. The child minder explained that the safety check was carried out at the point of registration but would be aligned with for October 2019 as this is the actual annual date for the gas safety checks.

The child minder provided a warm, welcoming environment which was clean and bright. There were examples of children's work displayed in the conservatory playroom. The lounge was of a reasonable size and contained a good assortment of easily accessible resources including construction toys, soft toys, jigsaws, puzzles and books as well as a garage, dolls house and musical toys. There were two comfortable sofas where children and the child minder could relax. A good range of toys for infants and toddlers was also available. The dining table in the kitchen diner was used for craft activities. The garden is safely planned with the upper levels of the elevated garden not accessible to the minded children. we saw safety gates locking the top levels. The child minder offers a suitable range of resources and has regular cleaning and maintenance systems in place.

4. Leadership and Management

Adequate

Summary

The child minder enjoys looking after children. Most of the child minder's records were suitable and comply with the National Minimum Standards, However, Some records need further improvements to ensure they are robust.

Our findings

The child minder creates a positive ethos where children feel valued and she strives to promote good outcomes for children. We saw that the child minder ensured that policies and procedures were clear and focused on the needs of the children. The child minder provided parents with copies of policies and procedures at the time of placement. The statement of purpose was in line with regulations. We viewed a range of records including daily registers and noted that the child minder uses a diary to record children's attendance. On viewing the register we noted that the child minder records the expected times of arrival and departures and not the actual times that children arrived and when they left. For example, on the day of the inspection we saw that the register had been prepopulated with the times the children were expected to be collected in the evening. This is not in real time and therefore not accurate. We discussed the importance of accuracy of registers with regards to emergency evacuation. The child minder assured us that she would improve her register records immediately.

We noted that there were a range of policies and procedures to support the child minder in the operation of her service. However, we noted that the child minder's policies for lost child and uncollected child lacked detail about how she would report an incident and the time frame to work within. We discussed this with the child minder who agreed to make the improvements. The child minder has begun in her first year of registration to gather parents' views to improve on her service. She has planned to provide parents with questionnaires and is in the process of including the information into a quality of care report. The child minder ensures that safety checks are carried out to evidence the suitability of those in regular contact with the children. The child minder and her husband had completed Disclosure and Barring Service (DBS) checks and all were inspected and found to be satisfactory. The child minder keeps parents well informed about the service. She provides parents with daily feedback and clearly values the importance of working in partnership. The child minder communicates with families in a variety of ways including face to face and by telephone and by text or email.. Working in partnership is promoted and the child minder understands the importance of good relationships and involving parents in order to improve the care she provides.

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:

- Improve daily registers to include actual times of arrival and departures; extend fire drill log to include details such as how many children and adults were present, date times including comment whether it was successful or improvements required and why;
- devise a policy for safe transportation of children on visits such as school pickups and outings;
- undertake comprehensive safeguarding training which also includes the Prevent Duty;
- improve observation and assessments of individual children to consistently record their next steps in learning, and
- extend policies for lost child and uncollected child policies with more details regarding the time scales the child minder would follow in reporting an incident. Include the correct contact details for CIW.

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 first registered in August 2018;
- the inspection was carried out by one inspector and took place over one visit.
- we observed activities and interactions between child and the child minder;
- we sampled documentation and records, which included the statement of purpose, policies and procedures, records of accidents, incidents and complaints log;
- 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 the child minder in full.

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

www.careinspectorate.wales

7. About the service

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| Type of care provided | Child Minder |
| Registered Person | Nichola Elsom |
| Registered maximum number of places | 6 |
| Age range of children | 3 years to 9 years old |
| Opening hours | Monday to Friday 8am to 6.30.pm throughout the year including school holidays |
| Operating Language of the service | English |
| Date of previous Care Inspectorate Wales inspection | First inspection since registration in August 2018 |
| Dates of this inspection visit(s) | 30 July 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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