



# Childcare Inspection Report on

**Charlotte Cochrane**

**Caldicot**



**Date Inspection Completed**

05/08/2019

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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

Charlotte Cochrane registered in September 2018 with the Care Inspectorate Wales (CIW). She operates her service from her home in a residential area of Caldicot. She is registered to care for up to six children under the age of 12 years. English is the main language used and 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 6pm throughout the year.

## Summary

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

### 1. Overall assessment

Children are well settled and enjoy their time at the service. They experience a good range of play activities and opportunities both inside and outside the home. The child minder keeps the children safe and healthy and ensures that the premises are clean, tidy and child centred. Leadership and management is well organised with portfolios of relevant information. The child minder has good partnerships with parents.

### 2. Improvements

This is first inspection since the child minder registered in September 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 at the service and they express themselves confidently. Children are well settled and feel secure, happy and comfortable with the child minder and her family. They play alongside each other with age appropriate toys and activities. Children enjoy exploring the resources available to them. They are enthusiastic and have fun.

## Our findings

Children communicate their needs in a variety of different ways. They confidently expressed their views to the child minder and knew that they would be listened to. Younger child used non verbal cues to express their needs. For example, during lunch, the child sat in a high chair happily eating but when they wanted more strawberries the child babbled and pointed to the empty bowl. The child minder instantly understood the gesture and said "Oh I see you want more? Let me get some more juicy strawberries for you". The child beamed and continued to eat their fruit. In the main childminding is carried out in the dedicated play room. We saw toys and resources were easily accessed with plenty of activities stored easily so that children could self select. The children and child minder sat on the floor and played with a variety of toys from musical instruments to puzzles and one child indicated they wanted to read a book which the child minder happily responded to and the other child chose to join in. Children confidently chose what activities and resources they wanted to do and play with.

Children are happy and well settled and involved in purposeful play. They approached the child minder happily and were totally relaxed and received lots of praise when undertaking tasks. Children moved from room to room freely, moving in between the garden and the playroom. We noted that when the youngest child wanted to join the older child in the sandpit outside, the toddler stretched out their arms indicating to the child minder that they wanted to go outside. The child minder encouraged the child to crawl towards the door and then the child was carried the rest of way and placed in the sandpit. Children enjoy playing alone but alongside each as well. This was appropriate for their age. The older child happily interacted with the younger child handing them toys or helping with a puzzle. Children showed confidence when playing independently, chatting and singing to themselves as they played. They were well behaved throughout the visit and were interested in the activities and toys. The older child shared the toys with the younger child and involved them in their play.

Children take part in a good variety of play experiences. We saw that both children developed their skills as they took part in various activities to promote their creative, physical and social development. For example we saw evidence of painting and messy play activities and photographs of outings to a farm park and other venues. We found that the younger children were tentatively beginning to recognise shapes as they played with the shape sorters and were learning to say 'Ta' and 'No' to show their approval or disagreement. Children experience interesting activities which promote their development and independence.

## 2. Care and Development

**Adequate**

### Summary

The child minder is experienced and qualified and is a good role model. She interacts well with the children in her care and is very responsive to their needs. The child minder 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 situations where a referral is required. The child minder has begun to collate observations and assessments of the children in her care.

### Our findings

The child minder follows relevant safety policies and procedures. We found that she had a satisfactory understanding of child protection procedures. Since registration, the child minder had completed a brief online safeguarding training. In discussions, she demonstrated suitable responses to scenarios of safeguarding matters. She was confident to contact the relevant authorities should an allegation or an incident take place. However in discussions, her knowledge of the Prevent Duty was limited and the child minder told she was not fully aware of Prevent Duty training. 'Prevent Duty' requires all service providers to be able to identify and report concerns regarding radicalisation. We discussed this with the child minder who agreed to enrol on a further safeguarding course. This must be completed as soon as possible. The child minder has a current Paediatric first aid certificate and she has registered with the food standards agency. She does not provide snacks or main meals, but provides drinks throughout the day. The child minder practised good hygiene procedures; for example washing her hands and the children's before and after food. She promoted healthy lifestyles and took the children out on various outings or playing in the garden every day.

The child minder is a good role model in her interactions with the children. Both children were well behaved throughout the visit. The child minder talked to us about how she dealt with challenging behaviour and demonstrated a good understanding of child development and its impact on behaviour. She was gentle and patient with the children and recognised and intervened when she noted the children were getting tired or bored. We saw her praising the children and acknowledging their achievements. For example one child was noted to speak over the child minder when she was talking. The child minder reminded the child about their rules she said 'remember we should let each other talk and we should take turns to speak and listen'. The child agreed and later on the child minder praised the child when showing good listening skills. The child minder promoted the children's development by planning a good variety of play opportunities which she documented via the daily diary and photographs in the children's scrap books. She maintained child development records. However, children's next steps were not recorded consistently to help her plan for their further development. We noted that the child minder was using language and mathematical games with the older children to aid their development. We heard the child minder use some incidental Welsh phrases with the children and there were Welsh words displayed in the home and a variety of toys were labelled in both English and Welsh.

### **3. Environment**

**Good**

#### **Summary**

The child minder ensures that the premises are safe, clean and suitable for the children. Children have access to the ground floor that comprises a lounge, dedicated play room, kitchen /dining room. The garden is directly accessible from both the playroom and dining room and easily accessible for the children. It provided a variety of opportunities for the children to develop their gross motor skills and develop an understanding of nature under supervision of the child minder.

#### **Our findings**

The child minder keeps the premises safe, clean and tidy. We saw that the premises were secure because we had to knock on the door to gain entry. The child minder kept the doors locked and kept a record of visitors. Premises were comfortable and well maintained. Fire records were available. However, the fire drill log did not include the numbers of the children and adults present neither did it record any comments about how well the evacuation practice was conducted. We discussed this with the child minder who agreed to make the improvements. The child minder had a safety policy and told us that she visually risk assessed the premises before the children arrived. There was also a robust risk assessment records for indoor, outdoor and outings in place. Equipment and resources were in good repair. The garden provided play equipment along with access to ride on toys and a sand pit. The equipment was seen to be safe and in good repair. The child minder ensures that the premises are safe for the children to explore.

The premises are welcoming and well maintained. We found that there was sufficient space and facilities in the home and that the children could easily access the wide range of resources. The dedicated playroom were clean, decorated and inviting for the children. The layout of the playroom provided good scope for promoting children's independence because they could access rooms easily and all storage were clearly labelled with names and pictures of the toys and activities which were stored. Children had access to the lounge for quieter play and rest and for babies to have longer periods of sleep as required. The dining area was used for eating meals. Children were taken to the local community for fresh air and physical play activities. We saw robust risk assessment records for each outing. We found that the toys and resources were clean and in good condition. There was a wide range of toys and equipment to suit all ages, all of which could be easily accessed by the children. The outside equipment was all seen to be in good repair. The child minder checked the toys and resources daily and cleaned them when needed. The premises are suitable for children providing a stimulating environment for the children to develop.

## **4. Leadership and Management**

**Good**

### **Summary**

The child minder is motivated, enthusiastic, qualified and clearly enjoys looking after children. She maintains the required records and documentation along with well-planned resource files. She has good partnerships with parents.

### **Our findings**

The child minder complies with regulations and works to exceed the national minimum standards. We found that the statement of purpose was clear, informative and provided an accurate picture of the service. We saw that parents received copies of the policies and procedures and signed to acknowledge receipt. We noted that the child minder maintained a comprehensive range of policies and procedures and her record keeping was well organised. However, on viewing the child minder's medication policy. We noted that it was unclear about administering non prescribed medication. The child minder told us that she kept a bottle of Calpol in case a child became unexpectedly ill. We discussed that this was not a robust system and that parents must supply medication for each child and that this should clearly be labelled with individual children's name and for a specified time only. The child minder must not keep medication for indefinite period. We discussed with the child minder that in any other situation she should call or seek emergency care or advice. All other the required child records and documentation were in place and well organised.

The child minder has begun in her first year of registration to gather parents' views to improve 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 partner who live at the address had completed Disclosure and Barring Service (DBS) checks and all were inspected and found to be satisfactory. This shows that the child minder positively demonstrates her suitability to care for children and in keeping children safe. 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. We found that the child minder had attended many training courses. The child minder has previous child care experienced working as a room leader in day nurseries. She has a level 3 child care qualification and her first aid certificate was valid at the time of the inspection. The child minder has positive working relationships with parents and provides regular verbal and written updates. 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 attending:

- Undertake a comprehensive safeguarding training which also includes Prevent Duty training;
- ensure that procedures for administering medication clearly identifies that parents must provide any medication for individual children and that this is stored by the child minder for a specific time only;
- 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, and
- improve observation and assessments of individual children to consistently record their next steps in learning.

## **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 September 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](http://www.careinspectorate.wales)

## 7. About the service

Type of care provided	Child Minder
Registered Person	Charlotte Cochrane
Registered maximum number of places	6
Age range of children	1 years to 11 years old
Opening hours	Monday to Friday 8am to 6pm throughout the year including school holidays
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	First inspection since registration in September 2018
Dates of this inspection visit(s)	5 August 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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