



# Childcare Inspection Report on

**Sharon Price**

**Cardiff**



**Date Inspection Completed**

**02/05/2019**

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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

The child minder is registered with Care Inspectorate Wales (CIW) to care for up to ten children under 12 years. She operates her service from her home in Thornhill, Cardiff which she shares with her husband. The service is available each weekday from between 7.30am and 6pm. English is the main language used with some incidental Welsh.

## 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 relaxed and comfortable in the child minder's home. They receive individual care and attention which meets their needs. Close relationships are evident as children attend the service regularly, over many years, and are very settled. The environment is welcoming and safe and is organised from a child's perspective. There are some effective management systems in place which meet the requirements of the regulations. The child minder is motivated to improve her service continually

### 2. Improvements

Since the last inspection, the child minder has:

- Updated and reviewed the statement of purpose;
- completed a paediatric first aid training course;
- completed a quality of care review;
- put in place a system to record children's attendance;
- put in place a system to record children's developmental journeys;
- updated her child protection policy to include contact information, and
- provided a form for parents to give permission for the child minder to seek medical treatment or advice in an emergency?.

### 3. Requirements and recommendations

There were no noncompliance issues identified during this inspection.

We made some recommendations to improve practice which can be found in the report and summarised in section five.

## 1. Well-being

**Good**

### Summary

Children are content and settled with the child minder. They receive good quality care which provides a strong foundation for their learning and development. There is a relaxed and comfortable atmosphere within the home and children are happy to express their views and opinions. Activities are provided which suit the age and stage of development of the children.

### Our findings

Children receive support to make choices and their decisions are respected. Some children are in the early stage of learning how to express their needs effectively, and the child minder is able to anticipate what is required, as she knows the children very well. Older children who use the service after school and in the school holidays are encouraged to express their views openly. Discussions are held, usually at teatime, in relation to activities, trips out and expected standards of behaviour, which are agreed in consultation with children. Interactions between children are positive and respectful of the needs of individuals.

Children are content, settled, and receive responsive care. One young child was clearly very attached to the child minder and was soothed by being close to her. Supportive relationships are in place and the children receive reassurance and comfort when needed. Children follow their regular routine and sleep and eat meals when they need to.

Children enjoy good play opportunities and they value their time at the service. There is a good balance between adult led and self-directed play activities. Younger children visit playgroups with the childminder, which promotes opportunities to socialise and communicate with other children and play with different play resources. We saw photographic evidence of children enjoying a diverse range of stimulating activities both indoors and outside. These included picnics in the park, feeding ducks and attending the Gruffalo adventure experience. Children enjoy home based activities which include cake making, making Easter cards and other craft based activities.

Children are developing confidence and independence with a nurturing child minder who encourages them to learn new skills. They are able to take their time to carry out their chosen activities and discover how things work. Children receive support to put on and take off their own shoes and coats and to tidy their toys away when they have finished. Children are also encouraged to brush their teeth and learn how to tie shoelaces when needed. They were keen to try new activities and they showed an interest and curiosity in the world

around them and their play activities. This supports them to foster their ideas independently as well as developing their creativity. The child minder uses basic Welsh with children to introduce the language to them.

## **2. Care and Development**

**Adequate**

### **Summary**

The child minder is an experienced childcare practitioner who has developed a suitable range of systems to ensure that children's health and safety is considered and that their needs are met. She has put in place the required policies and procedures to promote positive outcomes for children. Some amendments are needed to ensure all aspects of children's care are covered in these policies. The child minder was open to recommendations, which she dealt with promptly.

### **Our findings**

has policies which safeguard children and keep them healthy although some areas require attention. There is a child protection policy in place and the child minder demonstrated a knowledge of how to recognise any concerns and understood where to seek advice. The policy requires amendment to reflect and clarify her duty of care to make any referrals to the appropriate authority. There was no system in place to record injuries sustained by children at home. The child protection policy did not contain details of the Prevent duty. This is a government strategy which outlines the duty of all service providers to protect children from the dangers of extremism and radicalisation. The child minder has registered her service with the Environmental Health Department and has rigorous systems in place to prevent and control infections. There is a suitable medication policy and record form, which is used for parents to provide information and to sign to acknowledge the medication administered when needed. First aid training is up to date and the child minder is confident to deal with any minor issues. Menus showed healthy and nutritious food is prepared daily taking into account any allergies and children's preferences. The child minder has an awareness of the new Welsh Government Food and Nutrition guidelines and aims to familiarise herself with updated information.

There is a behaviour management policy in place and the child minder told us she uses positive behaviour management strategies to promote children's welfare. She takes into account the age and developmental stage of children and understands that these factors can affect children's behaviour. The child minder provides children with clear boundaries within her home and is consistent in her approach. Children receive praise for positive and helpful behaviour and distraction techniques are used to refocus children when needed. She works with parents to decide on specific strategies if needed. The child minder is a positive role model and maintains a calm environment within her home. Children understand there are rules and expectations, and are respectful to each other.

The child minder has effective systems in place to promote children's learning and development. Each pre-school child has a journal which records activities, identifies targets and demonstrates milestones. These books include photographs and children's craftwork and are a good record of their progress.





### **3. Environment**

**Good**

#### **Summary**

The child minder's home is safe, inviting and well maintained. Children use the living room, kitchen and upstairs bathroom facilities. Safety and security are prioritised within the child minder's home. The child minder ensures that children receive good supervision at all times. The garden area is accessible and provides good opportunities for outdoor play.

#### **Our findings**

The child minder ensures the environment is well prepared before children arrive to maintain their health and well-being. A safety checklist is used daily to ensure any hazards are minimised and risk assessments are regularly carried out on all areas and for all activities. The exits are locked when minded children are present and a record is kept of all visitors to the premises. We saw evidence of annual gas boiler checks and Public Liability insurance is in place. Fire drills are arranged monthly at different times to include all children. The child minder is vigilant to maintain an infection free environment; good attention is given to promoting hand washing, and keeping surfaces clean and fresh. Paper towels are provided for children to use in the bathroom.

The child minder maintains an environment, which is calm and welcoming, and this is beneficial to children who value the opportunity to be comfortable or relax either during the day or after school. Children have easy access to play resources and this promotes their independence. The back garden is well resourced with scooters, bikes, tents and footballs which children enjoy. Younger children use high chairs when sitting at the table and usually sleep in a pushchair according to the wishes of parents. Children receive good supervision at all times and ratios are maintained and usually exceeded. The child minder keeps a register of the times of arrival and departure of all children.

The child minder provides children with regular opportunities for fresh air and outdoor play. During the school holidays, the child minder arranges visits to local community activities, the park and beaches. Children have good opportunities to learn about the sustainable management of resources by using recycled and natural materials to make Christmas and Easter decorations and also when celebrating seasonal and cultural festivals such as Mother's Day and St David's Day. The child minder provides suitable toys and resources that support children's learning and development needs which are appropriate to their age and stage of development, such as games, puzzles, books, balls, construction toys and dolls. She told us she regularly cleans the toys and discards anything which is broken at once.

## **4. Leadership and Management**

### **Summary**

The child minder has suitable systems in place to ensure the service operates in accordance with the requirements of the regulations. Parents and children benefit from a service which is well run and managed by a motivated child minder. Very positive partnerships exist with parents and the local community. The child minder was open to implementing recommendations and demonstrated confidence and skill to promote positive outcomes to children and families.

### **Our findings**

The child minder has a vision for the service and this is shared in her statement of purpose. All the required policies and procedures are in place and parents receive the relevant information prior to their children starting, to enable them to make an informed choice about using the service. She is affiliated with a national child-minding umbrella organisation which provides information and support as needed. We saw evidence to show she had completed paediatric first aid training and that safeguarding and food hygiene were in place. The child minder is registered with the Information Commissioners Office (ICO) and understands the need to maintain personal data safe and confidential. Both the child minder and her husband hold current Disclosure and Barring Service checks.

There are suitable systems in place to evaluate the service and plan for improvement. Parents provide information about whether the service meets children's needs and feedback about the quality of care which shows how much they value the service. Children also give positive feedback to the child minder and discuss with parents how much they enjoy attending. The quality of care report requires that the views of children and parents be included to provide a service user assessment of the service and show how their views are used to help develop the service. There is a complaints policy in place which requires updating to accurately reflect the role of CIW. No complaints have been received.

The child minder maintains detailed records of her qualifications, training and Disclosure and Barring service (DBS) certificates for herself and her family. She told us that she has arranged for a registered child minder who lives locally to care for her minded children in the case of any emergency or unforeseen situation. The child minder does not employ an assistant. She plans for each session to ensure children's specific needs are taken into account and that all resources match the age and stage of development of the children in her care.

Children's record folders contain good information about their preferences, care and health needs. Statements from parents outlined their satisfaction with the standard of care provided by the child minder and included, *'I am thoroughly satisfied with the high standard*

*of care provided to my child and feel I am able to relax, knowing she is safe', and the child minder provides a 'happy, nurturing and positive environment'.*

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

### **5.1 Areas of noncompliance from previous inspections**

None

### **5.2 Recommendations for improvement:**

- Establish a system to record any pre-existing injuries sustained by children;
- update the safeguarding policy to include information relating the duty of care to refer any concerns to the appropriate authority;
- include reference to the Prevent duty in the safeguarding policy and undertake relevant training, and
- include the views of children and parents within the quality of care report.

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

This was a full, unannounced inspection, undertaken as part of our normal schedule;

- One inspector completed one visit to the service on 2 May 2019. We spent five hours at the service;
- observations were carried out indoors to capture evidence of children's engagement and the care provided;
- we reviewed information held by CIW;
- we undertook a brief visual inspection of the premises;
- we spoke to one parent and saw written feedback from several parents;
- we looked at a range of documents including children's records, the statement of purpose, some policies and procedures, accidents and incidents records and risk assessments and
- we provided feedback to the child minder on the day of the inspection.

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	Sharon Price
Registered maximum number of places	10
Age range of children	6 months to 11 years
Opening hours	Monday to Friday 7.30am to 6pm throughout the year
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	21 July 2015
Dates of this inspection visit	2 May 2019
Is this a Flying Start service?	No
Is early year's education for three and four year olds provided at the service?	No
Does this service provide the Welsh Language active offer?	The 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. We recommend that the service provider consider Welsh Government's <i>More 'Than Just Words follow on strategic guidance for Welsh language in Social Care'</i> .
Additional Information:	None

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