

Childcare Inspection Report on

Carol Dunstan

Cardiff



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

Carol Dunstan is registered with Care Inspectorate Wales (CIW) to provide care for up to six children under 12 years old. She lives in the Llandaff North area of Cardiff with her partner and son who lives at the family home during university holiday times. The service operates from 8am to 5.30 pm each Monday to Thursday throughout the year. The child minder uses Welsh and English and is working towards providing a bilingual service.

Summary

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

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 and are very settled. The environment is inviting and safe and is organised from a child's perspective. Management systems are mostly effective. However, attention is needed to ensure the regulations are met in all instances. The child minder is motivated to continuously improve her service.

2. Improvements

Since the last inspection, the child minder has put a process in place to monitor and evaluate the quality of her service.

3. Requirements and recommendations

We found the child minder was non-compliant with regulation 20 (2) (a). This is because the Data and Barring Service (DBS) check for her son who resides at the premises during university holiday periods has not been renewed.

We have not issued a noncompliance notice as the child minder put in an application on the day of the inspection and anticipates receiving the check within 2 weeks. She understands this certificate will need to be presented to CIW as soon as possible.

We made some good practice recommendations which are outlined in the report and summarised at the end.

1. Well-being

Good

Summary

Children are happy and settled with the child minder. They receive good quality care which provides a strong foundation for their development and wellbeing. There is a relaxed and comfortable atmosphere within the home and children are confident to express their views and opinions.

Our findings

Children are able to make their own decisions about how they spend their time at the service. They choose from a good range of resources and activities which match their age and stage of development. The child minder, who knows the children well and listens to them carefully, anticipates their needs and preferences. Children's views are considered when planning trips and visits to play groups and other community events. Plans change if children decide they would rather be involved with a different activity.

Children receive close, nurturing care from a child minder who is fully informed about their individual needs. One child told us she was happy to be cared for by the child minder and looked forward to attending. We saw a younger child approach the child minder for support and reassurance and was content sitting on her lap before falling asleep. Children are happy to share information about their family with the child minder who they clearly view as a trusted adult. The settling in process depends upon the needs of the child and when the parent feels the child is happy to be left in the care of the child minder.

Children value the calm and relaxed atmosphere of the child minder's home. They are considerate of the wishes and feelings of others and value the structure of the day. They share resources and cooperate to take turns whilst playing games. Older children are helpful and supportive to the younger children, providing encouragement when needed. Children enjoy each other's company and understand the need to be kind, courteous and respectful to each other. They value the opportunity to meet with friends out of school. Younger children enjoy socialising when attending local playgroups and meeting up with the children of other child minders.

Children are encouraged to develop their interests and independence. They are confident to help themselves and enjoy the opportunity to carry out their chosen activities and discover how things work. Younger children receive support to put on and take off their own shoes and to tidy their toys away. Children have the opportunity to learn how to wash their hands and put on their coats independently in preparation for attending school. A number of the children attend Welsh language schools and naturally use Welsh with the child minder.

2. Care and Development

Good

Summary

The child minder is an experienced and confident childcare practitioner and has developed a good range of effective systems to ensure 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.

Our findings

The child minder has a good understanding of her responsibility to safeguard children. We saw that there was a child protection policy in place although it did not include a reference to the Prevent duty. Prevent is a government strategy to protect children from extremism and radicalisation. The child minder has not undertaken Prevent training. She is confident to recognise any safeguarding issues and clear about her duty to refer any concerns relating to the welfare of a child to the appropriate authority. There is a rigorous system in place to record accidents, which occur rarely. The child minder keeps a record of any existing injuries of children. She has a current paediatric first aid certificate, which she updates every three years as required. The child minder has established good hygiene routines reducing the risk of cross infection. For example, tables and surfaces are cleaned with anti-bacterial spray prior to serving food. Children regularly wash hands with soap and water and use individual paper towels for hand drying.

There is a behaviour management policy in place which outlines the importance of consistency and clear boundaries for children. The child minder provides a calm and caring environment where children feel safe and develop self-esteem and confidence. She is an excellent role model for children. She understands that factors such as tiredness and hunger can affect children's behaviour and pre-empts these situations successfully. The child minder prepares well before children arrive and this means she can give them her full attention. Parents are fully informed about all issues relating to their children.

The child minder ensures children's interests and wishes are taken into account when planning activities and purchasing new resources. She is not currently keeping any records based on observations for pre-school children. These records are needed to help plan the next steps in children's learning, play and development. A daily diary is exchanged with parents to inform them of all issues relating their children's wellbeing including sleep, eating and activities, and this is valued by parents.

3. Environment

Good

Summary

The child minder's home is safe, welcoming and well-maintained. Children have use of the living room, a front room and kitchen. There is a flat garden which is easily accessed. Some systems need to be revised to be effective.

Our findings

The environment is clean, inviting and secure. Regular safety checks take place and risk assessments are carried out on all areas of the premises. Excursions into the community are not currently risk assessed and this is needed to ensure all safety aspects have been considered beforehand. The front door is locked when minded children are present. The child minder did not keep a record of any visitors to the service as is required. However, she intended to put this in place immediately. There is a register of children attending each day which includes their times of arrival and departure. We saw evidence to show public liability insurance is in place. Good attention is given to fire safety and smoke alarms are checked regularly. The child minder carries out fire drills with all children every three weeks. Records of drills do not include full information about evacuations to identify any hazards or difficulties encountered which could be beneficial. We noted the cords on window blinds were hanging loosely and informed the child minder they needed to be attached to the window frame, or immediately made safe for children. We saw evidence to show the gas boiler is serviced annually.

The child minder's home is welcoming and child centred, and provides a rich environment for children's play and learning. There are good facilities and enough space for children to play and relax in comfort. Children have use of either a travel cot in the front room or the sofa in the living room to sleep if required. They are accompanied upstairs to use the bathroom facilities. There is a stairgate in place to prevent young children accessing the stairs unattended. Children eat in the kitchen and use the high chairs as needed and there is a small table for children to use in the living room. The layout of the house is arranged from a child's perspective and resources are stored to be easily accessed by children. Children feel at home within the environment and are clearly settled and know and value the routine of the day which creates a sense of belonging and security for them.

Resources provided by the child minder are suitable for the needs of all the children, and we saw activities and games were age appropriate and offered variety and choice. These support their learning and interests and include games, puzzles, books and construction toys. The child minder told us that she regularly cleans the toys and discards anything that is broken. She rotates the resources and ensures children's requests are considered when replenishing her stock.

4. Leadership and Management

Adequate

Summary

The child minder is an experienced and confident practitioner who is open to ideas and is committed to improvements and new developments. She demonstrates confidence and skill to promote positive outcomes to children and their families. She mostly manages her service effectively. However, attention is needed to ensure the regulations are followed at all times.

Our findings

There is a statement of purpose which is up to date and reflects the service delivery. The Disclosure and Barring Service (DBS) check of the child minder's son, who lives at the family home during university holidays, has not been renewed. Although this is a serious matter, we have not issued a noncompliance notice as the child minder started the process to renew the check on the same day of the inspection. Both the child minder and her partner have up to date DBS checks. The child minder is affiliated to a national child-minding umbrella organisation, which provides information and support when needed. All the required policies and procedures are in place and regularly reviewed. Policies are given to all parents when they register their children. The child minder has registered her service with the Information Commissioners Office (ICO), and has an understanding of the importance of maintaining personal information confidential.

There are systems in place to evaluate the quality of the service and to plan for improvements. The quality of care report includes the views of children and parents who complete questionnaires which reflect how much they value the service, especially the 'home from home' environment, flexibility and availability. A number of parents have provided testimonials over many years, describing the positive and highly valued service she provides. There is a complaints policy; however, no complaints have been received. This policy requires amendment to reflect the role of CIW when dealing with concerns. The child minder speaks Welsh with confidence and uses it daily with children. She is working towards providing the 'active offer' of the Welsh language within her service.

The child minder organises her time efficiently and maintains orderly records of her qualifications and training certificates. She prioritises tasks effectively and ensures she is available to children when they need her. She does not employ an assistant. The child minder has organised a backup child minder who is able to look after children in the event of an emergency. She has positive links with other child minders in the area and shares information about new developments within the childcare sector. The child minder maintains positive, professional relationships with parents to maximise the benefits of the service to children.

Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Undertake Prevent training;
- devise a system to plan and record children's developmental milestones;
- ensure the cords of window blinds are made safe for children and
- carry out risk assessments for excursions outside the home.

5. How we undertook this inspection

One inspector undertook an unannounced visit to the service for three and a half hours on 30 July 2019:

- We engaged with the two children present;
- we looked at the information held by CIW;
- we looked at a wide range of records. These included the statement of purpose, risk assessments, copies of policies, which included safeguarding, safety records and monitoring records;
- we looked at feedback information from parents and children;
- we looked at three children's records;
- we made a visual check of the premises used by children and
- we provided verbal feedback to the child minder at the end of the inspection.

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

www.careinspectorate.wales

6. About the service

Type of care provided	Child Minder
Registered Person	Carol Dunstan
Registered maximum number of places	6
Age range of children	6 months to 12 years
Opening hours	8am to 5.30pm Monday to Thursday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	1 December 2015
Dates of this inspection visits	30 July 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 is working towards providing an 'active offer' of the Welsh language and intends to become a bilingual service.
Additional Information:	None

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