

Childcare Inspection Report on

Clare Williams

Blackwood



Date Inspection Completed

04/06/2019

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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

Clare Williams is registered with Care Inspectorate Wales (CIW) to care for up to 10 children under the age of 12 years. She operates her child minding service from the family home that she shares with her three children. The home is located on a modern housing estate in a quiet cul-de-sac position. She offers flexible child care options including full, part time and wrap around care. This is an English speaking service with incidental Welsh introduced through play.

Summary

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

1. Overall assessment

Outcomes for children are good in relation to their well-being. They have access to a selection of developmentally, age appropriate play experiences and are happy and confident children who have formed positive relationships with the child minder and their peers. Care practice is appropriate overall, but supervision of children needs reviewing. The child minder provides a 'home from home' environment and she is a warm and responsive practitioner. The environment is suitable for children with more than sufficient space for play activities; but some improvement is required in relation to addressing risks to children's safety. Leadership of the service requires immediate attention in order to meet regulations, although the child minder has some appropriate systems in place to facilitate the operation of her service.

2. Improvements

The child minder has moved since the previous inspection and the new home offers additional space for children to play.

3. Requirements and recommendations

During this inspection we identified areas where the registered person is not meeting the legal requirements and this is resulting in potential risk and/or poor outcomes for children using the service. Therefore, we have issued a non compliance notice in relation to following:

- Safeguarding and Promotion of Welfare: Regulation 20 (2) (a) and (c) as persons who live at the premises and persons who have contact with relevant children do not have an enhanced Disclosure and Barring Service (DBS) check.

- Safeguarding and Promotion of Welfare: Regulation 20 (1) (b) as the child minder has not made appropriate provision for the supervision of children in her care.

Details of the actions required are set out in the non compliance report attached.

We have advised the registered person that improvements are needed in relation to the following regulations in order to fully meet the legal requirements:

- Statement of Purpose: Regulation 15 (1) (b) and (e) as the document does not currently meet regulatory requirements and
- Records: Regulation 30 (1) (a) Schedule 3, 6 as there is not an accurate record kept of children's daily attendance at the service in order to fully meet legal requirements.

Notices have not been issued on this occasion, as there was no immediate or significant impact for children using the service. We expect the registered person to take action to rectify these matters and they will be followed up at the next inspection.

A number of recommendations have been made to improve the service and these are outlined in the report and summarised in section 5.2.

1. Well-being

Good

Summary

Children are happy and settled in an environment they are familiar with. They are confident to explore and play independently and have formed not only a positive relationship with the child minder, but with their peers. This makes their time at the child minders a fun and enjoyable 'home from home' experience.

Our findings

Children are secure and confident to speak up and make their needs known. They confidently asked for additional resources to play with and their requests were quickly addressed. Children of all ages approached the child minder to engage in conversation and were relaxed and at ease when doing so. They were confident to explore the home moving freely between all areas of the ground floor of the property. They follow their specific play preferences, and are happy for other children to join in activities. Currently children attend part time but it was evident that they were settled and comfortable, and although some visit just one day a week, they were happy and content. Bonds of affection were evident with a younger child seeking out the child minder for comfort and reassurance when they became a little tired at the end of the day.

Children take pride in their accomplishments and enjoy displaying their art work, smiling broadly when praised for their efforts. Children were happy to converse with us. A child told us how much they enjoyed coming to the child minders and playing with her children and other minded children. A young child proudly showed us the toys they like to play with and joined in a game with the child minder's son. During our visit we noted that there were opportunities for a variety of different play opportunities. On our arrival children were playing a game that involved following instructions and taking turns. Later, some children played independently with small toys, and towards the end of our visit all the children said they wanted to draw and colour in. Younger children were keen to imitate older children. They joined in the drawing activity and were warmly accepted by the older children in the group. An older child was particularly helpful and wrote a younger child's name on their picture for them to take home at the end of the day. The drawing activity sustained the interest of all the children for quite some time and children showed an interest in each other's artwork.

All the children show an ability to play with, and alongside each other, in line with their age and stage of development. The activities they engage in allow them to develop their social skills and learn the importance of sharing resources, such as paper, pens and pencils, and the importance of taking turns during group games. They all showed respect towards each other and the toys they played with and picked out resources without assistance from the child minder.

2. Care and Development

Adequate

Summary

The child minder is a warm and approachable practitioner who has established positive relationships with the children she cares for. However, a review of practice in relation to supervision of children and of some documents is required.

Our findings

The child minder has a number of policies and procedures in relation to children's health and safety, but improvement is required in some areas. Supervision of children during most of the inspection was good, however, on our arrival at the home the child minder was absent and her partner was caring for minded children. This matter is addressed more fully in the leadership and management section of the report. There is a child protection policy and procedure in place, including a radicalisation policy. However, the written procedure for recording and reporting of concerns to relevant agencies is quite brief. We also found that although there is a policy in relation to Prevent Duty, in discussion with the child minder she was not initially aware of what Prevent referred to, and was unclear when she last completed safeguarding training. The medication policy outlines the procedure for administration of prescribed medication, but the child minder confirmed that she has administered liquid paracetamol; and the policy lacks clarity on the use and management of non-prescribed medication. There are appropriate infection control practices in place, for example in relation to hand washing, but no intimate care/nappy changing policy to outline the procedures the child minder follows when completing this task. Hot meals are offered as part of her service and the child minder has training in food safety arranged for June 2019. She has no current record of the fourteen key allergens found in food products. She has a current paediatric first aid qualification so that she is able to address any minor issues.

Management of children's behaviour is set out in the behaviour policy. The child minder identifies strategies to address unwanted behaviour, and these focus on positive engagement with children to promote their understanding of appropriate behaviour. The policy states that physical punishment is not used. During our observations, there was no intervention required on the part of the child minder, as children were well behaved throughout our visit. As a practitioner, she was respectful to the children at all time, spoke to them kindly and gently, and this fostered a lovely relaxed atmosphere within the home.

The child minder plans for a suitable range of play opportunities for children in her care including visits to local playgroups. We saw photographic evidence of this, although written planning records are not maintained to show the full breadth of the activities on offer, and children's development is not recorded.

3. Environment

Adequate

Summary

The home is a large detached property located in a quiet position with off street parking. It is maintained to a good standard with more than sufficient space for play and learning activities. There is a safe outdoor area for physical play and a sufficient range of age appropriate play resources. Improvement is required in relation to identifying risks for some aspects of the service.

Our findings

The child minder has appropriate measures in place to ensure the home is safe for children, but attention is required in some areas. A safety gate is in situ to prevent children from accessing the first floor of the property, smoke detectors are installed on the ground and first floor, there is a wall mounted fire blanket in the kitchen and records we examined showed that there is a current gas safety certificate. Records of fire evacuation drills are kept and evacuation drills are practised regularly. The outdoor area benefits from enclosed fencing. Risks are identified in relation to some aspects of the service, but not in relation to school runs, outings and activities. Furthermore, risks have not been minimised in the kitchen as there are no restrictors on kitchen cabinets, and the barbecue in the back garden has not been risk assessed.

The home is spacious and offers a good amount of play space for activities with a play room at the front of the property, as well as a good sized kitchen and additional living space at the back. Toilet facilities are located on the ground floor and are easily accessible to children affording them a good degree of independence as a result. There is good natural light to all ground floor rooms, and rooms were seen to be tidy and clutter free, with good floor space to enable children to move around easily. Furniture is suitable for children across the age range with comfortable seating and a dining table and chairs for meals, and table top activities. Resources are stored at a suitable height for children to reach and this means that children are able to choose toys easily and without the need for adult assistance, thereby promoting their independence.

The child minder has considered the needs of children she cares for in relation to resources available and there is a good selection of developmentally, age appropriate toys for children across the age range. There are board games suitable for older children, puzzles and a range of toys for younger children including interactive toys. There is a good selection of different reading materials including Welsh books and all the toys we viewed were seen to be in good condition.

4. Leadership and Management

Poor

Summary

Although the child minder has some suitable systems in place to support the operation of her service, she is not meeting her regulatory requirements in a number of areas and immediate attention is required to ensure that these matters are addressed. Partnership with parents is good and they value the service she offers, and there is evidence of self-evaluation of the service.

Our findings

The child minder registered with CIW in 2006. During this time she has developed record keeping systems to support her business, although some documents and records require review. There is a statement of purpose and in general, it offers parents some information about the service, but it does not meet regulatory requirements as the number of children the child minder is registered to care for is not accurate, and it does not include information on terms and conditions. Similarly, records are maintained for children who attend the service, but on examination of these documents, we found that the time of arrival and departure for children is not always noted, as required by regulations. There is a suitable range of policies, although many documents were not dated. It is therefore difficult to establish when they were last reviewed/updated. There was no evidence of an outings policy and the complaints policy did not include the correct name for CIW. We saw that the child minder has current public liability insurance, contracts with parents and registration information on children.

There is self-evaluation and monitoring of the service and the child minder consults with both parents and relevant children as part of this process. We saw a recent review of quality of care report with some evidence of action planning for improvements. Questionnaires had been sent out to parents and children to ascertain their views and the child questionnaires were age appropriate with the inclusion of smiley faces. Children's feedback was very positive and indicated that they are happy with the toys, books, activities and food provided. Children we spoke to confirmed this and told us they enjoy attending.

The child minder does not manage her service effectively at present and improvement is required to ensure that she is compliant with regulations. Whilst she has a current Disclosure and Barring Service (DBS) check, there was no enhanced DBS check for one of her children who is over the age of 16. Additionally, on arrival at the home, the child minder was absent and her partner was caring for children, although the child minder returned 10 minutes later. Her partner does not have an enhanced DBS check and whilst the child minder told us that this is not a regular occurrence, as the registered person there is an expectation that she will manage her time effectively and have clear procedures in place to ensure that children are supervised and safeguarded appropriately in line with her

regulatory responsibilities. We have therefore issued a non compliance notice in respect of supervision of the children, and lack of DBS checks for persons over the age of 16. The child minder gives parents notice of when she has planned holidays so they can make alternative child care arrangements and keeps them up to date with changes to her service.

Partnership with parents is good on the written feedback we have seen, and on speaking to one parent who was very complimentary about the service and the level of care provided by the child minder. Parent questionnaires include comments such as *“you strike a great balance between being professional, yet still being warm and loving towards the children,”* *“from the beginning { } has loved coming.”* We also saw a number of thank you cards and gifts from appreciative parents and children. This indicates that the child minder has established good links with parents who use her service.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Review the child protection policy and procedure to provide more detail on how concerns will be recorded and reported and update child protection training;
- develop the medication policy to clarify the procedure under which non- prescribed medication will be administered;
- consider the introduction of planning records to show the range of activities on offer and the introduction of development records for younger children to identify their progress and plan for the next steps in their development;
- update knowledge on key allergens in food products;
- develop a nappy changing policy and outings policy, revise the complaints policy to include the current name for CIW and ensure that documents are dated to show when they were last reviewed and
- extend risk assessments to cover all aspect of the service and review arrangements for the storage of hazardous items in the kitchen and children's access to the barbecue.

6. How we undertook this inspection

This was an unannounced full inspection carried out as part of our normal schedule of inspections. It involved one inspector visiting the service for approximately four hours. The methodology used included

- speaking to the child minder, her partner, three minded children and one parent;
- observing care practice and interactions between the child minder and children;
- examining service records and documents including the policy file, safety records and contracts;
- a visual inspection of the ground floor of the premises;
- examining information held by CIW including the previous inspection report and
- feeding back our findings to the child minder at the end of the inspection and following the inspection by telephone.

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 | Clare Williams |
| Registered maximum number of places | 10 |
| Age range of children | 2 to 7 years |
| Opening hours | 7.00am to 6.00pm daily |
| Operating Language of the service | English |
| Date of previous Care Inspectorate Wales inspection | 01 December 2015 |
| Dates of this inspection visit | 04 June 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? | This is a service that does not provide an 'Active Offer' of the Welsh language. We recommend that the service provider considers Welsh Government's <i>'More Than Just Words follow up strategic guidance for Welsh language in social care.'</i> |
| Additional Information: None | |

Date Published 19 July 2019



Care Inspectorate Wales

Children and Families (Wales) Measure 2010

Child Minding and Day Care (Wales) Regulations 2010

Care Standards Act 2000

Non Compliance Notice

Child Minder

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website
www.careinspectorate.wales

Clare Williams

Blackwood

Date of publication: **19 July 2019**

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| | |
|---|-------------------------------------|
| Leadership and Management | Our Ref: NONCO-00007859-LFRK |
| Non-compliance identified at this inspection | |
| Timescale for completion | 31/07/19 |
| Description of non-compliance/Action to be taken | |
| Regulation number | |
| The registered person has not ensured the safeguarding and promotion of welfare of minded children in her care as appropriate Disclosure and Barring Service (DBS) checks have not been completed. | 20 (2) (a) 20 (2) (c) |
| Evidence | |
| <p>The registered person is not compliant with regulation 20 (2) (a) and (c) of the Child Minding and Day Care (Wales) Regulations 2010</p> <p>This is because the registered person has not ensured that every person who has attained the age of 16 who lives on the relevant premises and is otherwise present on the relevant premises and has and or is likely to have regular contact with relevant children has an enhanced criminal record certificate and has not ensured that persons caring for minded children are suitable to do so.</p> <p>The evidence for this is that at an inspection visit on the 4 June 2019 we inspected service documents. We found that the registered persons daughter who lives on the premises and is over the age of 16 years of age did not have an enhanced Disclosure and Barring Service (DBS) check which should have been completed at the end of 2017. The child minder confirmed that this was an oversight. We also found that another person who has regular contact with relevant children did not have a Disclosure and Barring Service (DBS) check.</p> <p>The impact on people using the service is that parents cannot be assured that all persons living on the premises and persons who have regular contact with their child are suitable to do so. CIW cannot be satisfied that children are not being placed at risk because the registered person has not taken appropriate action to ensure that all required safeguarding checks have been completed.</p> | |

| | |
|--|-------------------------------------|
| Leadership and Management | Our Ref: NONCO-00007907-RYPD |
| Non-compliance identified at this inspection | |
| Timescale for completion | 31/07/19 |
| Evidence | |
| <p>The registered person is not compliant with regulation 20 (1) (b) of the Child Minding and Day Care (Wales) Regulations 2010.</p> <p>This is because the registered person has not ensured that children in her care are supervised appropriately</p> <p>The evidence for this is that at an inspection visit on the 4 June 2019 we arrived at the child minders home at approximately 12.30pm and the child minder was not present. Her partner was looking after minded children in the absence of the child minder who returned to the home approximately 10 minutes later. The child minder confirmed to us that she was away from the home for a short period of time and her partner was looking after minded children. Furthermore, he did not have a Disclosure and Barring Service (DBS) check.</p> <p>The impact on people using the service is that parents cannot be assured that their child is being appropriately supervised and cared for by a suitable person. CIW cannot be assured that children are not being placed at risk because the child minder has left minded children in the care of a person other than herself, and has not completed appropriate safeguarding checks.</p> | |
| Description of non-compliance/Action to be taken | Regulation number |
| The registered person has not made proper provision for the care and supervision of relevant children | 20 (1) (b) |