



# Childcare Inspection Report on

**Clare Williams**

**Blackwood**



**Date Inspection Completed**

31/07/2019

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## **Description of the service**

Clare Williams is registered with Care Inspectorate Wales (CIW) to provide care for up to 10 children under the age of 12 years. She operates her service from the family home, located on a modern residential estate, which she shares with her partner and three children. She provides full and part time care, Monday to Friday. It is an English speaking service.

## **Summary**

### **1. Overall assessment**

This was a focused inspection to consider non compliance and we did not consider all areas within the themes of the inspection report. Overall, we found that some improvements have been made in relation to management of the service and documentation, but improvements are still required to ensure that the child minder meets all legal requirements.

### **2. Improvements**

At the previous inspection in June 2019 we issued a non compliance notice to the registered person because they were not meeting their legal requirements in relation to safeguarding and promotion of welfare (supervision of children). This has now been met. We also identified non compliance in relation to the statement of purpose and records. These have now been met.

The child minder has also addressed some of the recommendations identified at the previous inspection in relation to storage of hazardous products, and development of some policies.

### **3. Requirements and recommendations**

At the previous inspection, we issued a non compliance notice to the registered person because they did not they did not meet their legal requirements in relation to:

- Safeguarding and promotion of welfare (Regulation 20 (a) and (c) as not every person who has attained the age of 16 years of age who lives on the relevant premises or otherwise present on the relevant premises had a current Disclosure and Barring Service (DBS) certificate.

This matter was still outstanding at the time of our inspection. A DBS certificate was in place for one person living at the premises, but another family member did not have a current DBS certificate. This is a serious matter. Following our inspection visit the registered person acted to address this issue.

A number of recommendations have been made. These are discussed in the report and summarised at the end.

# **1. Well-being**

## **Summary**

This was a focused inspection, we have not considered this theme in full; therefore we have not issued or revised any rating awarded previously. We found that children are happy and secure and have good relationships with the child minder and her children.

## **Our findings**

Children are confident to speak up and make their needs known. We saw that they frequently conversed with the child minder and her two children and happily chatted about what they wanted to do. They told the child minder that they wanted to go outside to play and she listened to their request.

Children enjoy their play and have access to suitable age appropriate play opportunities. As the primary objective of the inspection was to test non compliance, our visit was shorter than usual, but we were able to observe two minded children. We found that they were activity occupied and enjoyed their play which involved play with a small toy aeroplane. Children were excited about going outside to play in the garden and told us they were going on a bug hunt.

Children are secure and familiar with the home environment, interact well with their peers and have established positive relationships. They explored the environment moving between the playroom and living room with confidence. The two minded children enjoyed playing with the child minder's own children and good relationships were evident.

## **2. Care and Development**

### **Summary**

This was a focused inspection, we have not considered this theme in full; therefore we have not issued or revised any ratings awarded previously. We found that some improvements have been made. The non compliance identified at the previous inspection has been met in relation to supervision of children. Furthermore, the child minder has made improvements in relation to some policies.

### **Our findings**

The child minder is aware of her responsibility to keep children safe and to ensure their safety and health. At the previous inspection, children were left for a very brief period in the care of the child minder's partner. At this inspection, we found that children were supervised appropriately and the child minder understands that she has primary responsibility for children in her care, unless there is an emergency. At the previous inspection, we made a number of recommendations regarding development of the medication and child protection policies. We saw that improvements have been made to the medication policy. The child protection policy and procedure have not yet been developed to provide more detailed information about how the child minder records and responds to concerns about children. This matter remains outstanding.

The child minder is responsive and approachable as a practitioner. We saw that she had a good relationship with the children in her care as conversations were relaxed and informal. At the previous inspection, there was a lack of clear planning records to reflect the breadth of activities provided by the child minder. This is an area that still needs to be actioned. We also identified the need for the child minder to consider how she can identify children's progress and plan for the next steps in their development. She has downloaded development forms, but has not formally assessed the progress of children in her care.

### **3. Environment**

#### **Summary**

This was a focused inspection, we have not considered this theme in full; therefore we have not issued or revised any rating awarded previously. We found that the home is well maintained, providing children with good space for play and learning activities. A recommendation of the previous inspection has been actioned but some development of risk assessment records is still required.

#### **Our findings**

The child minder provides a home from home environment that is safe for children. At the previous inspection in June 2019, we noted that although the child minder had basic risk assessments, they lacked depth and did not cover all areas of the service and a recommendation was made regarding this. The child minder has not yet addressed this matter fully, but she has relocated hazardous products out of reach of children.

## **4. Leadership and Management**

### **Summary**

This was a focused inspection to test non compliance; we have not considered this theme in full. We found that since the previous inspection in June 2019 non compliance is still outstanding in relation to a Disclosure and Barring Service (DBS) check for a person over 16 residing on the premises. This is a serious matter. The child minder has since acted to move this matter forward. We found that improvements have been made in other areas and the child minder is now meeting her legal requirements in relation to records and the statement of purpose. We have not issued or revised any rating awarded previously.

### **Our findings**

Leadership of the service is improving, but the child minder must ensure that all non compliance identified is addressed within the timescales given by CIW. We found that non compliance has been met in two areas; the statement of purpose has been developed to provide parents with more detailed information about the service and records of times of arrival and departure for children who attend the service are now fully maintained. However, although a DBS check has been completed for one person over the age of 16 who lives on the premises and we saw evidence for this at the inspection, a DBS check for the child minder's daughter was still outstanding at the time of our visit. This is a serious matter and as a result the non compliance identified at the previous inspection is still outstanding. Since our visit, the situation has improved and CIW have seen required documents in order to start the DBS process. We examined additional documents and found that some of the recommendations made at the previous inspection have been addressed. The child minder has developed a nappy changing policy and exclusion policy. She has also revised the complaints policy, although we found that it still lacked detail on timescales for dealing with any concerns/complaints raised by parents.

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

### **5.1 Areas of non compliance from previous inspections**

At the previous inspection, we issued a non compliance notice to the registered person because they did not meet their legal requirements in relation to:

- Safeguarding and promotion of welfare (Regulation 20 (2) (a) and (c)) because not every person who has attained the age of 16 and lives on the relevant premises or is otherwise present on the relevant premises had a Disclosure and Barring Service (DBS) certificate. This is still outstanding, but the registered person has since acted to initiate the DBS process for a family member.

At the previous inspection, we issued a non compliance notice to the registered person because they did not meet their legal requirements in relation to:

- Safeguarding and promotion of welfare (Regulation 20 (1) (b)) because children were not appropriately supervised. At this inspection, we were satisfied that regulations were complied with. We observed care practice and saw that the registered person was caring and supervising minded children appropriately.

At the previous inspection, we identified non compliance, but did not issue a non compliance notice in relation to:

- Statement of Purpose (Regulation 15). At this inspection, we were satisfied that regulations were complied with. This is because we saw an updated statement of purpose.

At the previous inspection we identified non compliance, but did not issue a non compliance notice in relation to:

- Records (Regulation 30). At this inspection, we were satisfied that regulations were complied with. We saw that records of children's attendance have been completed for children who attend the service.

### **5.2 Recommendations for improvement**

- Develop the complaints policy to provide more detailed information for parents on how concerns/complaints will be addressed, including timescales;
- develop the child protection policy and procedure to provide more information on how concerns are recorded and dealt with;
- introduce planning records to show the breadth of activities provided and consider how children's development can be assessed in order to plan for their next steps and



- extend risk assessments to cover all areas of the service including the premises, outings and activities.

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

This was an unannounced, focused inspection to test non compliance. It involved one inspector visiting the service for just over one hour. As part of the inspection process we:

- Spoke to the child minder and two minded children;
- observed care practice and interactions between the child minder and children;
- examined service records and documents including attendance records, the statement of purpose, DBS certificates and policies and
- considered information held by CIW including the previous inspection report.

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	Clare Williams
Registered maximum number of places	10
Age range of children	2 to 7 years
Opening hours	7.00am to 6.00pm, Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	4 June 2019
Dates of this inspection visit	31 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?	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	

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