



# Childcare Inspection Report on

**Claire Chapman**

**Cardiff**



**Date Inspection Completed**

06/06/2019

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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 ten children from birth to 12 years old. She operates her service from her home in the Canton area of Cardiff which she shares with her husband and family. Opening hours are 7.30 am to 5.30 pm Monday to Thursday. This an English language service where Welsh is used consistently.

## Summary

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

### 1. Overall assessment

Children are relaxed and comfortable in the child minder's home. They receive individual care and attention which meets their needs. They are confident to explore, express their feelings and ask for help. Close relationships are evident as children attend the service regularly and are very settled. Parents are extremely positive about the quality of care provided to their children. The environment is attractive, inviting and safe and is organised from a child's perspective, encouraging children to make independent choices. There are effective management systems in place which meet the requirements of the regulations. The child minder is an experienced and creative practitioner and is motivated to improve her service continually.

### 2. Improvements

In line with recommendations made at the previous inspection, the child minder ensures she sends her statement of purpose to CIW after she makes any amendments.

### 3. Requirements and recommendations

There were no noncompliances identified during this inspection.

We made some recommendations that are outlined in the report and summarised in section five of this report.

## 1. Well-being

**Excellent**

### Summary

Children experience a high quality, nurturing service which gives them a solid foundation for their learning and development. There is a relaxed and happy atmosphere within the home and children are able to express their views and opinions freely. Children benefit from a consistent, well-planned approach to their care and are comfortable and settled.

### Our findings

Children express their wishes with confidence and are happy to speak up when they need something. The child minder understands their preferences, needs and feelings and children make appropriate choices because they are aware of the options available to them. Children approach the child minder with ease to ask for assistance and their wishes are valued. One child was in the early stages of learning how to communicate his needs effectively and we saw the child minder pre-empt what was required because she knew the child well.

Children form strong attachments to the child minder and are very comfortable in her care. They respond positively to the nurturing and responsive care provided by her. Children go to the child minder when they need reassurance and comfort and clearly benefit from the tenderness shown to them. Parents are very happy with the quality of care provided to children who told us they look forward to attending the service. Some children attend the service with their siblings, which also gives them security. Children form friendships with children who are not in their class in school and all have a strong sense of belonging to the service.

Children interact and co-operate well with their peers and adults. They are courteous and polite and show respect to each other. They receive praise, are commended for helping, and for waiting to take their turn and this is valued by them. We heard positive language used which included 'well done, that is lovely' and 'good choice'. The atmosphere is welcoming and children started to sing spontaneously while playing which indicates the level of their satisfaction. Children interact appropriately and are happy to share resources. Older children who provide encouragement to younger children are viewed as role models. This contributes to the positive relationships and friendly atmosphere which exists within the child minder's home.

Children are active, curious learners and have access to an excellent range of activities and resources which are appropriate to their age and stage of development. Children who arrived after school communicated in both Welsh and English and were keen to continue their on-going activities which included compiling pictures to make into a magazine. A

number of children were keen to use and show us the kinetic sand which can be moulded like playdough. Children are keen to play outside after school and make use of the large garden available to them which contains activities and resources for children of all ages. The child minder provides excellent opportunities, ideas and support to children to devise their own games. Children told us about their new game using cardboard tubes and small stones that involved a race to see how fast the stones travelled.

Children have good opportunities to develop independence skills. After school, one child compiles a list of the food requests of all the children, outlining the choices available. Children then give out the food to others, which provides a sense of responsibility to them. Children pour their own drinks and help to clear away food and dishes from the table. They understand the need to look after the small parts of resources and are careful to ensure the tops of felt pens are not lost, as this is important to them.

## **2. Care and Development**

**Excellent**

### **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 who receive a consistently high standard of care.

### **Our findings**

There are good systems in place to promote the health and safety of children. The child minder understands her responsibility to safeguard children, to monitor any concerns and refer to the appropriate authority if necessary. She has completed child protection training which includes Prevent (Prevent is a government strategy to protect children from the dangers of extremism and radicalisation). Accidents and incidents are well recorded and a record is kept of any existing injuries of children. The child minder holds a current first aid certificate and has updated her food hygiene training. The service is registered with the Environmental Health department and very good attention is given to maintaining an infection free environment. The policy to administer medication is managed effectively and parents sign each time medication is administered. The child minder promotes healthy lifestyles by ensuring that children are offered fresh, nutritious food that includes fresh fruit and vegetables and milk or water as recommended in the Welsh Government Nutrition Guidelines for childcare services.

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 spends time listening to children and gives them individual attention as needed. She gives praise to children for helping and good behaviour and uses distraction techniques to refocus children when needed. The child minder is a calming influence and a positive role model who minimises any difficulties for children effectively.

The child minder takes into account children's interests when planning activities. She uses the Compact Profile for pre-school children which is based on the Foundation Phase. This enables her to assess children's development and plan next steps using play activities. The child minder keeps thorough records of all issues relating to the care of children. She has experience of supporting children with additional learning needs and ensures all children are provided with opportunities which correspond to their interests.

### **3. Environment**

**Good**

#### **Summary**

The child minder's home is safe, clean and well decorated. Children have use of the kitchen/diner and spacious purpose built conservatory which acts as the base room for all activities. Children also benefit from having use of a large, well-maintained garden. Both indoors and outdoors are very well resourced. Good attention is given to safety and security and the child minder ensures that children are well supervised at all times.

#### **Our findings**

The child minder is proactive and committed to providing a safe and secure environment. The exits to the premises are locked when children are present. Registers for children's attendance including times of arrival and departure are in place and we discussed the need to keep a record of any visitors to the house. The child minder put this system in place at once. The premises are very well maintained and all resources are in good working order. There is appropriate insurance for the home and an annual gas safety check has been undertaken as required. Fire evacuation drills are completed every month and would benefit from additional information to identify any hazards encountered. The child minder completes a basic monthly risk assessment and a daily visual risk assessment, taking any action as required. Outings to community activities also require risk assessment.

The child minder's home is child centred, warm and welcoming. The large garden is easily accessible through the conservatory and a good range of resources ensures children are stimulated and enthusiastic when they arrive. The child minder has suitable seating to allow children to eat meals together indoors and outside. There are also highchairs and a small table and chairs available for younger children. The home benefits from good natural light and the storage for resources is at a suitable height for most children to access independently. Resources and toys are well organised and storage boxes are labelled bilingually. The downstairs bathroom is clean and fresh and children have use of a stool to reach the sink and a toilet training seat if required.

Resources provided by the child minder are suitable for the needs of children and we saw activities and games were age appropriate and offered variety and choice. These support their learning and development and include games, puzzles, books, construction toys and outdoor gardening resources. Children enjoy playing with water, sand, and a mud kitchen and take advantage of the large grassed area for ball games and active play. The child minder told us that she regularly cleans the toys and discards anything that is broken. During school holidays, outings are arranged and children's choices are considered carefully and include local visitor attractions. Children have good opportunities to learn



about the sustainable management of resources by using recycled and natural materials for arts and crafts. The child minder is learning Welsh and is working towards becoming a bilingual service. Many of the children attend Welsh language schools and naturally speak Welsh together after school.

## **4. Leadership and Management**

### **Summary**

The child minder manages her service efficiently and has a creative approach. She has due regard to the National Minimum Standards (NMS) and the Child Minding and Day Care (Wales) Regulations. She is exceptionally well motivated and is open to new developments. She demonstrates confidence and exceptional skill to promote positive outcomes for children and their families.

### **Our findings**

The child minder organises her service effectively. There is a statement of purpose which provides an accurate picture of the service and is provided to parents. The child minder told us that she regularly consults the CIW website to ensure that she is up to date with any new developments. She is registered with the Information Commissioners Office and understands the need for confidentiality. She is affiliated with a national child-minding organisation, which provides information and support when needed. The child minder has previously acted as a facilitator for this organisation and has held regular training sessions in her local community for child minders. This included use of the Compact Profile, transitions for children and monitoring the quality of a service. The child minder has completed first aid, child protection and food hygiene courses and keeps up to date with any changes. Other development opportunities undertaken include the use of the Welsh language, nutrition training and use of the Foundation Phase. All the required policies and procedures are in place and are reviewed regularly. Both the child minder, her husband and son have current Disclosure and Barring Service (DBS) checks.

There are systems in place to evaluate the service and plan for improvements. The child minder sends questionnaires to parents and these provide information about whether the service meets the needs of children and feedback about the quality of care. She has produced a quality of care report, which outlines her intentions with regard to service developments. She aims to increase the use of the Welsh language with children and to ensure all her resources continue to meet the needs of children. The child minder has recently been awarded a grant from a national business organisation after presenting her business plan and is using the money to extend and improve the variety of sensory resources for children with additional learning needs.

The child minder manages her service very successfully. She maintains orderly records of her qualifications and training. The child minder prepares the environment in advance of children arriving so that she is ready to engage with them straight away. Documentation and records gathered at the time children are registered help her to plan her service well. The child minder does not employ an assistant. She told us that she has an emergency

back-up plan in place with other child minders in case of an emergency or unforeseen situation. The child minder also has a good network of support with other local child minders; they meet regularly for children to play and they share good practice.

Partnerships with parents are strong and we spoke to three parents who told us they highly value the service. Parents' feedback is consistently positive, and comments include, 'she is a warm, caring, enthusiastic carer who provides a safe, homely environment', and 'we are able to relax when our children are in her care'. Parents value her flexible approach and the variety of stimulating activities she provides. There is a complaints policy in place although no complaints have been received.

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

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

None

### **5.2 Recommendations for improvement**

- devise a risk assessment to be used before any outings take place and
- formally record fire drills, identify any hazards encountered and include the names of children involved in the drill.

## 6. How we undertook this inspection

One inspector undertook an unannounced visit to the service for five hours on 6 June 2019:

- We engaged with the six children present;
- we spoke with three parents;
- 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 also looked at 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](http://www.careinspectorate.wales)

## 7. About the service

|   |   |
|---|---|
| Type of care provided   | Child Minder  |
| Registered Person   | Claire Chapman  |
| Registered maximum number of places   | 10  |
| Age range of children   | 0 to 12 years   |
| Opening hours   | 7.30am to 5.30pm Monday to Thursday throughout the year                           |
| Operating Language of the service   | English   |
| Date of previous Care Inspectorate Wales inspection                             | 3 November 2015   |
| Dates of this inspection visit  | 06 June 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 the 'active offer' of the Welsh language |
| Additional Information: None  |   |

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