



# Childcare Inspection Report on

**Rachel Williams**

**Cardiff**



**Date Inspection Completed**

13/06/2019

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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 eight children up to 12 years old. She operates her service from her home in Llanishen, Cardiff which she shares with her school age child. Opening hours are from 8am to 6pm Tuesday to Friday including all holidays apart from Christmas. This is a service which uses both English and Welsh.

## Summary

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

### 1. Overall assessment

Children are settled and content and experience a good standard of care which meets their needs. They are confident to explore, express their feelings and ask for help. The child minder is experienced and has the knowledge to ensure children's safety and welfare are met appropriately. The environment is safe and organised from a child's perspective and children are encouraged to make independent choices. There are effective management systems in place which meet the requirements of the regulations.

### 2. Improvements

The child minder has sent her statement of purpose to CIW and attached the fire blanket to the wall in line with the recommendations from the last inspection.

### 3. Requirements and recommendations

There were no non-compliances identified during this inspection.

We made recommendations relating to reviewing and updating some documents. These are outlined in the report and summarised in section five.

# 1. Well-being

**Good**

## Summary

Children are safe, content and valued within the service. They have access to a good range of interesting activities and are able to form close relationships. Children benefit from a consistent, planned approach to their care and are comfortable and well settled.

## Our findings

Children are supported to make choices and their decisions are respected. They are encouraged to speak up and share their views to help decide day-to-day activities. All children are listened to carefully, which encourages further participation. Younger children are provided with options to help them make decisions about what they can do at the service. Older children are more confident to ask for things they want. Children excitedly told us about their favourite activities, such as playing with dolls and prams and dressing up.

Children are very well settled and have good routines with the child minder. Many children have attended the service for a number of years and are familiar and at ease in her care. Children go to the child minder for comfort and reassurance and receive a nurturing and caring response. The settling in procedure depends upon the needs of individual children, with some children requiring a number of sessions accompanied by a parent. We saw children singing and dancing spontaneously which indicates their level of satisfaction.

Children 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 active and curious learners who enjoy the variety of activities available to them. They also value the opportunity to relax and have some quiet time after school. We saw an appropriate range of interesting resources for children of all ages, including games for older children using the service after school and in the holidays.

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 and with each other.

## **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 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.

### **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 which included 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. Accidents are recorded appropriately and are typical of the age and stage of development of the children. A form to record children's existing injuries is in place. The child minder has a relevant first aid certificate and keeps first aid materials close by should an accident occur. She 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 towels for hand drying. Parents provide all food and drinks. There is a procedure for the management of allergies and we discussed the need to ensure all information is up to date and that parents sign and agree any plans which are drawn up.

There is a behaviour management policy in place and the child minder told us that 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. We heard the child minder giving praise to children for good attempts and kind behaviour and saw that she used distraction techniques to refocus children when needed. The child minder ensures children do not become too tired or hungry and manages and prepares the environment beforehand to ensure she can remain focused on meeting their needs. The child minder is a positive role model and told us that she strives to maintain a calm environment at all times.

Children feel comfortable in the care of the child minder and this promotes their learning and development. The child minder records the learning of pre-school children by using a 'flower tracker' with separate petals to record achievements. We discussed how meaningful this tool is when planning next steps in children's development. The child minder is open to considering alternative methods of evaluation. The child minder encourages all children to develop an understanding of Welsh and other cultures by celebrating festivals throughout

the year. These include Diwali, Chinese New Year, Dydd Santes Dwynwen and St David's day.



### **3. Environment**

**Good**

#### **Summary**

The child minder's home is safe, inviting and well maintained. There is one large room used for child minding along with the kitchen and garden area. Good attention is given to safety and security. The child minder ensures that children are well supervised at all times.

#### **Our findings**

The child minder ensures that the safety of children is a priority. Regular safety checks are carried out and we saw that risk assessments are undertaken and reviewed. We saw checklists of tasks carried out daily to monitor all aspects of the service which included the outdoor area, equipment and health and hygiene systems. The child minder lives in a first floor maisonette and ensures that the front door is locked at all times, although no record is kept of visitors to the service. Times of arrival and departure of children are logged. There is a safety gate at the top of the stairs which is permanently in place when minded children are present. The fire risk assessment is reviewed regularly and the child minder carries out monthly fire drills with children. Records of drills do not include information relating to hazards which are encountered during the process nor any strategies employed in response. The child minder has the gas boiler serviced annually and we saw the certificate presented in September 2018, which needs to be formally verified as an official statement.

The premises are clean and welcoming. Indoors, children have use of a living room and kitchen. The bathroom is accessible and well maintained with good attention given to hygiene matters. Children have use of appropriate sized toilet seats and a step and individual towels minimise the risk of cross infection. Sleeping babies use a travel cot in the child minder's daughter's room. There are booster seats for children to use at the dining room table and a small child sized table in the kitchen. The garden is large and well – resourced and is secured with fencing around the perimeter. Children value the time spent in the garden and told us they especially enjoy looking after the two rabbits. The garden equipment includes a playhouse, two slides, a trampoline for children over six years old, and a mud kitchen along with extensive space for running 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. However, risk assessments for outings are not usually carried out. 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 an advanced Welsh learner and converses confidently with children who attend the local Welsh language school.

## 4. Leadership and Management

Good

### Summary

The child minder manages her service efficiently with due regard to the National Minimum Standards for Regulated Childcare and to the Child Minding and Day Care (Wales) Regulations. She is motivated and has extensive experience working in child care services and is open to new developments as a means of promoting positive outcomes to 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 holds appropriate public liability insurance. She is affiliated with a national child-minding organisation which provides information and support as needed. The child minder has a current DBS check and has undertaken appropriate training courses in first aid, food hygiene and child protection. All the required policies and procedures are in place and we noted that these are regularly reviewed and updated as necessary. We discussed the need to inform CIW of any changes to the service by using the notifications form on the CIW website.

There are good systems in place to evaluate the service and plan for improvement. We saw six copies of questionnaires sent to parents to gain information about whether the service meets children's needs and to receive feedback about the quality of care. Feedback from parents is consistently positive and indicate parents value the opportunities for their children to meet up with others within a nurturing environment. There is a complaints policy, although no complaints have been received. The policy however is not clear in regard to the role of CIW in dealing with concerns.

The child minder manages her service 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.

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

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

None

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

- Undertake training on the Prevent duty;
- ensure parents sign to agree any allergy management plans;
- source an improved means of assessing children's development and planning next steps;
- devise risk assessments for community activities;
- provide more detailed information on fire drill evacuation records;
- verify the gas safety check with an official certificate;
- set up a system to record all visitors to the premises when minded children are present;
- use the notifications procedure to inform CIW of any changes and
- amend the complaints procedure to reflect the role of CIW in dealing with any concerns.

## 6. How we undertook this inspection

One inspector undertook an unannounced visit to the service for four and a half hours on 13 June 2019:

- We engaged with the three children present;
- we looked at six feedback questionnaires from 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 the records of three children;
- 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	Rachel Williams
Registered maximum number of places	5
Age range of children	0 to 12 years
Opening hours	8am – 6pm Tuesday to Friday throughout the year apart from Christmas holidays
Operating Language of the service	English and Welsh
Date of previous Care Inspectorate Wales inspection	3 November 2015
Dates of this inspection visit	13 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?	This 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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