

Childcare Inspection Report on

Jayne Smith

Neath



Date Inspection Completed

12/07/2019

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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

Jayne Smith was registered as a child minder in April 2008. She provides care from her home in Skewen for up to six children under the age of 12 years at any one time. She offers a flexible service including collection and drop off at local schools; and the options of breakfast and evening meals. The hours of operation are between 8am and 6pm Monday to Friday. The service is provided through the medium of English.

Summary

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

1. Overall assessment

Children are happy and confident and thoroughly enjoy their play and learning. They receive care from a very nurturing and responsive child minder. The environment is comfortable, safe, secure and well maintained. Children have free access to a suitable range of toys, materials and equipment. Overall, the child minder manages her business adequately and children and parents are happy with the service they receive.

2. Improvements

We found that the child minder has addressed issues raised in the last inspection as she had monitored and reviewed the service and produced a quality of care report each year; she had carried out risk assessments for the premises; and she had contacted the Information Commissioners Office (ICO) and established that she does not need to register with them.

3. Requirements and recommendations

We have advised the child minder that improvements are needed in relation to health needs of children (regulation 24), in order to fully meet the legal requirements. This is because the child minder's paediatric first aid certificate has expired. A notice has not been issued on this occasion, as there was no immediate or significant impact for children using the service. We expect the child minder to take action to rectify this and it will be followed up at the next inspection.

We made some recommendations, which are detailed in section five of this report.

1. Well-being

Good

Summary

Children at this service feel safe, happy and content. Children are listened to; they thoroughly enjoy the play opportunities available and speak up with confidence. Children interact well with each other and have warm relationships with the child minder.

Our findings

Children have many opportunities to make effective choices. Children are listened to and are encouraged to speak and communicate their wishes. We observed the child minder with children aged between two and nine years and saw that children made independent choices about who they played with, where to play and what to do. A younger child sat on a rug and played with a selection of toys that the child minder had put out and but they also went to choose other toys that were nearby in accessible storage. We watched children after school deciding to play in the garden, whilst one child chose to sit and relax inside. Children express their opinions confidently and decide what they want to do.

Children are very well settled because the most recent child to start at the service has been attending for just over 6 months and the oldest has been attending for over six years. Children are familiar with the play areas, materials and activities and the routines, which gives them a sense of security. Children have formed strong bonds of affection. We saw children greet each other and the child minder with smiles and hugs. Children chatted constantly and there was lots of laughter and giggling when they played. Children are confident to ask for assistance because they receive swift support that meets their needs. When children asked for help to blow bubbles, to peel fruit and to make hand print pictures, the child minder showed them how and then praised their efforts. Children feel safe, happy and relaxed and receive support that promotes confidence and self-esteem.

Children are polite and play well together. We heard all children say 'please' and 'thank you' with very little prompting. Children cooperated and learned from each other and the child minder. We saw children follow direction and take turns. One child passed bubble mixture and then took turns to blow bubbles. An older child played football with the younger children when they requested. An older child showed others how to use a Velcro bat and ball game. Children interact very well with each other and with the child minder.

Children thoroughly enjoy their play and learning experiences. Children smiled, giggled and laughed. They engaged readily in different activities and sustained interest for long periods. A child was very animated as they said the colours they could see in bubbles and they squealed with delight as they chased the bubbles across the garden. Children said they 'loved' going to the child minder's house and playing with their friends. They told us the toys and activities were 'cool' and 'fun'. Children are engaged and interested in their play.

Children experience a variety of age appropriate opportunities that promote their all-round development. They were confident to choose their play and try new things, which supported their development. Children's language and social skills are developing well. Younger children counted bubbles, described colours and shapes, named animals and said the sounds they make. Children were inquisitive about who we were; they happily talked about their day at school and chatted about their families. Children's physical skills and their self-help skills were also developing well. For example, painting, bubble blowing and jigsaw puzzles helped develop their fine motor skills and ball games supported physical coordination. We saw all the children eating and drinking independently, with appropriate support for younger children. Older children washed their hands after playing outside, before tea and after using the toilet. Children are developing well and are becoming independent.

2. Care and Development

Adequate

Summary

The child minder is relatively good at keeping children safe and she promotes a healthy lifestyle. She is kind and patient and she manages children's interactions well. The child minder promotes children's learning and development sufficiently.

Our findings

The child minder understands child protection procedures and has a suitable policy in place, which she had revised to include the procedure if an allegation was made against the child minder or household members. She last attended a child protection course in January 2016 and intended to undertake refresher training. The child minder's first aid training had expired. The child minder promotes healthy lifestyles in her day to day routines. She was aware of the latest food and nutrition guidance and had a copy for reference. She told us that her menus consisted of healthy snacks and meals, taking into consideration children's preferences and dietary needs. She encouraged children to drink plenty of water. We saw children enjoying a lunch of wholemeal wraps with cheese, tomato and cucumber followed by a fruit salad of banana, peach, grapes and strawberries. They also had a snack of satsumas and bananas on the way home after school and vegetarian sausage or fish fingers, waffles and sweetcorn for tea. Parents told us that the child minder provides a varied diet including vegan diets. One parent told us that "X (the child) eats more here than at home. The selection is good". During the last inspection, the child minder agreed to attend a food hygiene course as soon as possible and she also agreed to contact the Food Standards Agency as she prepares and cooks food for minded children. However, she had not carried out these actions. The child minder told us that she intended to attend the next available food hygiene course and she took swift action to register with Food Standards before our second visit. We saw good hygiene routines; the child minder cleaned the table with anti-bacterial spray, ensured children regularly washed their hands and dried them with paper towels. Children told us that the child minder takes them to the park for energetic games and that they often play in the garden, which helps them to develop their coordination and physical strength. We saw safe practice when the child minder ensured all children were safely seated in appropriate sized child seats and strapped into her car after school. Overall, the child minder keeps children safe and promotes a healthy lifestyle.

The child minder is a good role model. She encourages good behaviour and manners as she is polite, relaxed and consistent in her approach. The child minder spoke affectionately and firmly all the time so that children knew what was expected. She had agreed house rules with the children and rewarded achievements with praise and a star system. The child minder offered praise routinely for sharing, taking turns and for being polite. We heard her say 'please' and 'thank you' and children responded by also being polite. We saw that she was firm when necessary. She took appropriate action when there was a dispute during a

ball game, reminding the children about the house rules of sharing and playing nicely. We saw that the children then played cooperatively and the child minder praised them. The child minder follows her behaviour policy and manages behaviour consistently and effectively.

The child minder creates a nurturing and caring atmosphere, which promotes children's well-being. The child minder was very caring and affectionate to the children in her care and was responsive to their needs and preferences. The child minder told us that in order to meet individual needs, she asked children and/or their parents about their likes, dislikes, routines and activities they would like. It was clear from our discussions and observations that the child minder knew the children's routines and favourite activities and we saw that she provided a range of appropriate toys and materials to help them to play and learn. We heard the child minder ask the children what they wanted to do and saw that she joined in with the children's play, chatted with them, extended their language, and promoted their learning. She asked questions to encourage the children to think and learn. For example, she asked them to count and to say shapes, colours, animal names and sounds as they played; and she asked them to name fruit and vegetables. The child minder did not record her observations of pre-school children to identify their stages of development or plan activities to support their next steps in learning. There were no records of daily activities, routines, outings or the children's views and we did not hear the child minder using the Welsh language. Overall, the child minder promotes children's play and development, but she does not record children's progress or plan activities to meet their learning needs.

3. Environment

Adequate

Summary

The child minder cares for children in a welcoming, clean and safe environment. She has suitable risk assessments in place to minimise or eradicate risks and ensure children's safety. The child minder makes the best use of the available space and offers a suitable variety of play and learning opportunities indoors and outdoors. Resources and toys are good quality and appropriate for children of different ages.

Our findings

The child minder ensures children are cared for in a safe and well maintained environment. We saw risk assessments, which identify hazards and control measures, for the premises, garden, outings and activities. External doors are kept locked and there are secure boundaries in the back garden. The rooms used by the children are all on the ground floor and they were clean and well maintained. The child minder had installed safety equipment including a safety gate at the bottom of the stairs, a fireguard, safety catches on kitchen and bathroom cabinets, smoke alarms, a carbon monoxide monitor, fire blanket and first aid box. The shower pull cord was hooked up and safely out of reach of young children. Accident records indicated only minor issues and did not raise any concerns about the safety of the premises. The child minder had up to date insurance and an annual gas safety certificate. The record of fire drills and smoke alarm checks indicated that the child minder carried these out every three or four months. However, the records did not show the actual date that the tests were held and we could not verify this because the child minder does not keep a diary of events. The child minder ensures the safety of the environment well.

The child minder ensures that the premises both indoors and outdoors are welcoming and accessible for children. There was sufficient space and facilities to meet the children's needs for play, quiet times and physical play. Children have access to the living room, kitchen diner, ground floor bathroom and back garden. The living room was suitably resourced with toys, books and resources, which children could easily access, as they were stored at low level. There were two comfortable sofas for the children to rest or relax on. Children eat at a large table in the kitchen diner, which is also used for messy play and cooking activities. We saw children eating lunch and tea at the table and also using the table for painting and craft work. The garden was safe, with sufficient space for outdoor play. We saw children chasing bubbles and enjoying ball games in the garden. We saw suitable equipment such as booster seats, a high chair and nappy changing equipment. The child minder ensures that her home is suitable for child minding.

The child minder provides a suitable range of toys and resources to support children's play and learning. We saw age appropriate play and learning resources such as books, puzzles, construction toys, musical toys, creative resources and equipment for outdoor play

including a small rocker, sit on cars, a tent and canvas tunnels. Toys were clean and in good condition. The child minder told us that she knows which toys the children enjoy playing with and observes the younger children in their play to understand their preferences. We saw that the child minder put out a range of toys for a younger child and provided interesting activities such as blowing bubbles and hand painting, which the child engaged in readily and clearly enjoyed. The child minder told us that she routinely celebrated cultural events such as Chinese New Year, saints' days and mothers' day and fathers' day. However, she did not keep any records or photographs of activities or craft work. Although there was a sufficient number and variety of resources, we did not see any Welsh language or bi-lingual materials. We did not see any toys, books or resources to reflect diversity and a multi-cultural society. The child minder offers an adequate range of resources.

4. Leadership and Management

Adequate

Summary

Since the last inspection, the child minder has used feedback from children and parents each year to review and improve her service. She gives parents information about her child minding service and provides them with daily updates on their children's progress and activities. Children and parents are happy with the service they receive and it is evident the child minder is highly regarded. The child minder needs to be more effective in managing her service as we identified some areas for improvement particularly in relation to training and record keeping. The child minder took prompt action to address these matters.

During this inspection, the child minder:

- **revised the safeguarding policy and the behaviour policy;**
- **developed a confidentiality policy; and**
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Our findings

The child minder aims to comply with the National Minimum Standards and Child Minding and Day Care (Wales) Regulations. However, she needs to be more organised in managing her business. The child minder was able to locate the records and policies we asked to see but some of the information was difficult to find because there were no indexes and records were not stored in alphabetical order. Relevant policies are in place but the child minder had not dated them for reviewing purposes and we found revised policies and old policies in the same file. Children's records did not contain all of the information required by the regulations. The contracts were signed by the child minder and parents, however the child minder had not revised contracts when there had been changes to the contracted hours. Records of children who currently attend were mixed with the records of children who no longer use the service. The child minder took immediate action to rectify these issues. On our second visit we saw a separate file for children who currently attend the service and all the contracts were up to date, all information and all consents were in place for these children. Some policies were out of date, for example, the 'Healthcare' policy refers to the family dog, which is no longer there; and many policies had not been updated to reflect the name change for Care Inspectorate Wales (CIW). The statement of purpose gives an accurate description of the service provided but does not reflect the change in name for CIW and that the child minder is registered to care for children under 12 years of age. The complaints policy and procedure does not include details about concurrent investigations, which are those complaints where another agency might take the lead. The child minder had revised her safeguarding and behaviour policy and had developed new policies since the last inspection such as a confidentiality policy. The child minder did not keep developmental records on children. We saw that she gave relevant information to parents when they came to collect their children. The child minder had up to date public

liability insurance, appropriate car insurance and a valid MOT certificate for her car. Leadership of the service is adequate.

The child minder evaluates her service based on feedback from children and parents. The child minder told us she plans activities based on what children enjoy and we saw that she gained children's feelings about activities through talking to them. However, the child minder does not record what the children have said or record her evaluation of daily activities or outings, which would assist in planning and identify areas for improvement. The child minder had sent annual questionnaires to parents and had collated their views in her quality of care review reports, which outlined some achievements over the previous year and some plans for the future. The responses to annual questionnaires indicated that parents were very satisfied with the service but the reports did not reflect the views of children. CIW has not received any complaints or concerns about the service. The child minder is developing systems to help improve and evaluate her service.

The child minder adheres to the numbers and ages of children that she can care for. She used a notebook to record the children's attendance, which detailed their time of arrival and departure. The child minder also used the book as a record of visitors. We checked random dates and they showed that the child minder was caring for the number of children that her registration allowed and the correct ratios for children under five years old. The child minder did not use a daily diary and apart from the attendance records, there were no photographs or records of children's progress or achievements, daily activities or trips out. As a result, the child minder could not evidence what she had done to support children's progress and development or remember the exact date of events. We found that the child minder's certificate in paediatric first aid had expired in December 2018. We notified the child minder that this was a serious issue as she was not compliant with the regulations. The child minder told us that this was an oversight due to illness. She evidenced that she had already contacted the trainer to book the next courses in September 2019 and she will be notified if there are any places before that date. The child minder had informed parents that she was operating without a valid first aid certificate and that while awaiting the training, she had read a paediatric first aid handbook. We saw that there were satisfactory risk assessments and safety procedures in place and there had been no accidents or incidents requiring first aid intervention since the last inspection. The child minder assured us that she would ensure that essential refresher training was booked well in advance in future. The child minder had applied for renewal of Disclosure and Barring Service (DBS) checks for herself and another household member over the age of 16. The child minder manages the service adequately.

The child minder has good relationships with the parents. She said she chatted daily to the parents about their children and discussed their care and the day's activities. We heard the child minder share information with parents about the children's time with her and heard her pass information from school. We spoke to two parents who were happy with the service. They said that their children were always happy to attend, that the child minder was kind, caring and flexible, that they received good information about the service and that they were very happy with the daily feedback. The child minder has effective partnerships with 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 child minder because they did not meet their legal requirements in relation to:

- Review of Quality of Care (Regulation 16). At this inspection, we were satisfied that the regulations were complied with. We saw that the child minder had reviewed her service annually, obtained the views of children and parents and produced reports.
- Hazards and Safety (Regulation 25). At this inspection, we were satisfied that the regulations were complied with. We saw that the child minder had carried out risk assessments for the premises, activities and outings, which identified possible risks and the action taken to minimise or eradicate them.

5.2 Recommendations for improvement

We recommended that the child minder:

- refreshes her knowledge of the Child Minding and Day Care (Wales) Regulations (2010) and the National Minimum Standards for Regulated Childcare for children up to the age of 12 years;
- updates the statement of purpose;
- keeps records of the developmental progress that pre-school children make;
- keeps records of the planning process for the next steps in pre-school children's play, learning and development;
- keeps records of daily activities and visits, including an evaluation and the children's views;
- undertakes training in food hygiene;
- keeps menu plans up to date and keep records of the food given to children each day;
- promotes the use of Welsh language at the service;
- provides toys and resources to promote positive role images, diversity and a multi-cultural society;
- ensures that records of checks on smoke detectors and fire drills include the full date;
- reviews and revises policies and procedures;
- puts the review date and an index on policies and procedures for validity and review purposes;
- archives old records and policies; and
- ensures that the quality of care review report reflects children's views.

6. How we undertook this inspection

This was a full inspection, undertaken as part of our normal schedule of inspections.

One inspector carried out an unannounced visit on 10 July 2019 and an announced visit on 12 July 2019. The total inspection time was just under six hours. We:

- spoke to four children, two parents and the child minder;
- observed children with the child minder indoors and outdoors;
- inspected the areas used by children;
- looked at a sample of documentation and policies; and
- gave feedback to the child minder on the day of inspection.

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

www.careinspectorate.wales

7. About the service

Type of care provided	Child Minder
Registered Person	Jayne Smith
Registered maximum number of places	6
Age range of children	0 – 12 years
Opening hours	8am to 6pm Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	18 and 25 November 2016
Dates of this inspection visit(s)	10 and 12 July 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. It does not anticipate, identify or meet the Welsh language needs of children who use, or intend to use the service because it is situated in a mainly English speaking area. We recommend that the service provider considers the Welsh Government’s ‘More Than Just Words follow on strategic guidance for Welsh Language in social care.’
Additional Information:	

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