



Childcare Inspection Report on

Ceri Walker

Menai Bridge



Date Inspection Completed

04/04/2019

Welsh Government © Crown copyright 2019.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

Description of the service

Ceri Walker is a registered child minder and can look after up to 10 children from her family home on the outskirts of Beaumaris, Anglesey. The service operates between 8:00am and 6:00pm Monday to Friday, but the hours can be flexible dependant on individual families needs. The service does not provide the Welsh Language 'Active Offer'; English is the language of the service, with only some Welsh words used.

Summary

1. Overall assessment

Children confidently make choices and decisions; they express their views and know the child minder will listen to them and respect their views. The child minder knows the children in her care well; she has knowledge about their personal interests and works closely with parents. Appropriate procedures are in place to promote children's safety, health and well-being. The child minder operates her services with care; she values and listens to feedback.

2. Improvements

The child minder has addressed the recommendations made at the last inspection.

3. Requirements and recommendations

We have advised the child minder that the hours children attend must be recorded in order to fully meet legal requirements. We have not issued a non-compliance notice on this occasion as we found no evidence of significant impact or risk to children.

We made some recommendations in relation to planning to meet individual needs, healthy eating, infection control and risk management.

1. Well-being

Summary

Children are confident and enthusiastic; they enjoy spending time with the child minder, and their friends. They are well supported to follow their interest and make positive decisions about how they spend their time. They complete appropriate tasks for themselves and as a result their independence is promoted.

Our findings

Children are happy and well settled. The children have been cared for by the child minder from a young age and as a result they were confident and familiar with the routine. Children spoke or expressed themselves well and communicated their needs in a variety of different ways. For example; a younger child successfully made it known to the child minder that they wanted a particular toy to play with, which was just out of their reach.

Individual needs took precedence over daily routines; a child asked the child minder if they could have their lunch as he was hungry, as a result lunch was eaten slightly earlier. Children were forming friendships and developing relationships; all the children showed kindness and genuine affection towards each other and they were eager to tell us how much they enjoyed spending time with one another.

Children sustained interest in their chosen task; some enjoyed building with the blocks available whilst others sat and completed craft activities. Younger children were welcomed to join in what was going on, and older children recognised and provided additional support when needed meaning the younger children could fully enjoy the activities.

Children explored their environment freely, playing alone or with those around them. They were confident to seek out support and guidance from the child minder if needed. They had secure relationships enabling them to develop creatively, experiment and be imaginative. We heard of the imaginary games they enjoyed playing in the garden during the summer. Appropriate opportunities were available for the children to extend their independent skills. For example, they served themselves during meal times and completed self-care tasks with minimal support and prompt.

2. Care and Development

Summary

The child minder promotes children's health and well-being. Interactions are positively managed and she is dedicated to ensuring individual needs and preferences are promoted.

Our findings

The child minder had an appropriate understanding of the importance of implementing policies and procedures to ensure children were safe and healthy. Through discussion the child minder confidently conveyed what was included in her policies and how she competently promoted children's well-being. Overall healthy lifestyles are promoted, the child minder follows a snack menu and we saw children enjoyed eating the freshly prepared vegetables and fruit. However, juice was offered as a drink; the recently issued Food and Nutrition Guidance for Childcare settings recommends that only milk and water be offered to children. Children had access to their individual drinking bottles at all times, meaning they were well hydrated.

Tables were wiped before snack and meal times to ensure they were clean to reduce the risk of spreading infection and all children were encouraged to wash their hands before eating. We observed the nappy changing procedure and found that, although procedures were mostly in line with current best practice, as recommended by Public Health Wales, Infection prevention and control for childcare settings, a cover was not placed over the mat.

Fire drills had been held at regular intervals meaning the child minder and children would be familiar with the action to be taken if they needed to evacuate the building in the event of an emergency.

The child minder knew the children she cared for very well; she had personal and individual information about all of them. She was fully aware of children's daily routine and was able to meet their needs well. For example, the child minder knew why a child was a little upset as the child had not been able to settle as usual in the morning and missed a morning nap. Implementing and establishing a daily routine was given top priority, enabling children to fully understand what was expected of them. For example, the children knew the structure to the day and knew what would be happening next; such as snack when it was snack time and they confidently told us what they had to eat each day.

Detailed personal daily diaries were kept for the younger children, outlining essential information about their time at the service. The child minder also shared information with parents verbally or via text messages, informing them of their child's progress and about their day. Through conversations with the child minder and from looking at the daily diaries it was evident children's days were busy with different activities. The child minder did plan some weekly but preferred to see how the children felt on the day before deciding what

they were going to do. Development records were not kept meaning the child minder may not be able to fully plan for their next stages of future milestones.

3. Environment

Summary

The environment provided by the child minder is free from obvious hazards to children's safety. It was safe comfortable and met children's needs. Resources were readily available and well maintained.

Our findings

The child minder endeavoured to ensure children were cared for in a safe, clean and secure environment. Doors were locked and we saw a record of visitors was kept. There was a safety gate fitted to restrict children's access to the kitchen. The child minder does not record risk assessments, but told us that she completes visual checks to ensure the environment is safe. Although we saw no obvious risks to children's safety, some pieces of furniture did restrict children's access to some resources and implementing a structured review process could support the child minder to identify where changes are required.

The child minder provided a comfortable and homely environment. The premises were well decorated, clean, bright and welcoming. We saw children mainly using the living room adjacent to the kitchen. They could also use the conservatory next door for other activities. Children usually slept in a pushchair in either of these rooms. The space provided them with sufficient space to play or to sit and rest on the comfortable furniture. However, larger pieces of furniture, such as the dining table within the play room did restrict movement, meaning children had to move around items to get to where they wanted to go. There is a large garden and the children told us they thoroughly enjoyed spending time outside during the summer. Children could eat their food comfortably in the kitchen and the child minder encouraged and supported them to freely use the space available to them.

Children had access to toys, furniture equipment and resources suitable for their needs. Steps, potties and a toilet seat were available in the bathroom to promote children's independence. High chairs, booster seats and steps encouraged their development and promoted their independence. These were clean and in working order. The child minder told us toys were cleaned regularly, but this had not been recorded.

4. Leadership and Management

Summary

The child minder has a clear vision and generally manages the service effectively. Policies and procedures are in place for all aspects of the service. Information is shared regularly with parents to ensure they are kept up to date. She is suitably qualified and has a firm vision for her service and the care she wants to provide for children and their families.

Our findings

The child minder communicated her vision for the service well and explained how she wanted children and their families to benefit from homely care reflecting how children would be cared for at home. She sees her role as being one to support families; she is flexible to their needs and has worked with families for a number years. She has established very positive relationships and this clearly benefits the children and their parents. Policies and procedures had been reviewed and updated annually. The statement of purpose was informative and provided the information required. Consent forms had also been signed by parents for many aspects of the care provided to children. Children's files also contained details of their likes, dislikes and their daily routine. Meaning the child minder had the information required to fully support her to meet children's individual needs well

The child minder monitors her service and makes improvements by gathering feedback from questionnaires sent out to parents each year so they could share their views. The child minder also told us she gathers children's views about the service using verbal feedback and discussions. This feedback was collated and used to form a report outlining a summary of the feedback and an action plan for any improvements planned in response. Do you have any examples to include here?

Documents were filed appropriately and were easily accessible. The disclosure and barring service checks for all the adults who live on the premises were current. The child minder keeps a list of the names of the children in attendance each day. However, she does not record the time they arrive and leave as is required by regulation.

The child minder strives to offer care which is based on love and creating a home from home environment and has developed very positive relationships with parents. The child minder effectively conveyed how important it is to her that parents are happy with how she cares for their children. Information about what younger children have eaten and activities they have taken part in were recorded in their daily diaries and photographs were regularly shared verbally or via text messages. The child minder told us she took children to places of interest within the community, such as a local toddler groups, library and nearby shops.

Meaning children experience a variety of opportunities to socialise and visit places of interest in their local community.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We informed the child minder that she was not compliant with the following regulations. We have not issued non - compliance notices in relation to these matters as we did not find evidence on this occasion, they had an adverse impact on children's well-being. However, the child minder must take action to address these matters:

We found the service was not compliant in respect of *The Child Minding and Day Care (Wales) Regulations 2010, Regulation 30:*

The child minder must ensure she records the hours the children are in attendance at the service.

We also made the following good practice recommendations for the child minder to consider:

- to have more formal plans in place for the activities planned each week, whilst taking in to consideration the type of service she operates;
- make appropriate observations on children's progress and plan for the next steps in their learning and play;
- to ensure she follows current guidance and best practice regarding nappy changing in order to prevent the risk of cross contamination;
- children to be offered water and milk to drink, as is recommended in the Welsh Government's Food and Nutrition Guidance for child care settings; and
- record risk assessments.

6. How we undertook this inspection

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

One inspector visited the service on the 4 April 2019 between 10:20 a.m. – 12:45 p.m and again 9 April 2019 between 4:00 p.m. and 5:30 p.m.

We:

- inspected a sample of documentation and policies;
- observed practice and completed observations to capture evidence of children's engagement and the care being provided by the child minder and the two assistants;
- spoke to the children, the child minder and parents;
- we looked at the areas used by children and resources on the day of our inspection and
- we gave detailed feedback of what we found and what needed to be addressed.

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	Ceri Walker
Registered maximum number of places	10
Age range of children	Babies – 12 years old.
Opening hours	8:00 a.m – 6:00 p.m Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	9 February 2016
Dates of this inspection visit(s)	4 & 9 April 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?	No – This service does not provide an ‘Active Offer’ of the Welsh language. However, it demonstrates an effort to promoting some use of the Welsh language and culture.
Additional Information:	

Date Published : 4 June 2019