



Childcare Inspection Report on

Rachel Hadley

Newport



Date Inspection Completed

20/06/2019

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Description of the service

The child minder is registered to care for up to five children under the age of 12 years. She lives in the Rogerstone area of Newport with her family. Care is offered Monday to Friday, from 6.30am to 5.30pm.

Summary

1. Overall assessment

This focused inspection considered some elements of the well-being, care and development and leadership and management themes. Overall, we found that children are well settled, happy and generally enjoy the activities available. They are secure in an environment they are familiar with. Some areas of care and development need to be improved to ensure that children are cared for in a manner that promotes their development and welfare. The management of the service needs improving.

2. Improvements

We found no significant improvements to the service since the last inspection. However, during the course of this inspection the child minder:

- Updated Disclosure and Barring Service (DBS) certificates for herself and relevant members of the household;
- carried out and recorded a fire drill;
- obtained required information for all children cared for;
- ensured the register of attendance is completed as children arrive and leave the service;
- produced a policy regarding the acceptable use of tablets and phones;
- produced a nappy changing policy;
- confirmed she had considered the Information Commissioner's website relating to data protection; and
- provided CIW with an updated statement of purpose.

3. Requirements and recommendations

During this inspection, we identified areas where the registered person is not meeting the legal requirements and this is resulting in potential risk and/or poor outcomes for children using the service. Therefore, we have issued a non compliance notice in relation to the following:

- Review of the quality of care (regulation 16 (2) (a)): The child minder has not carried out a review of her service at least annually.

Details of the actions required are set out in the non-compliance report attached.

In addition to the matter of non compliance, we made a number of recommendations to improve the service, including some outstanding from the last inspection. These are relating

mainly to policies and procedures, record keeping and risk assessments. These are summarised under section 5.2.

1. Well-being

Summary

This was a focused inspection, we have not considered this theme in full and therefore, we have not issued any ratings.

We found children are happy and settled at the service. They access play areas confidently, choosing toys they want to play with. They approach the child minder spontaneously for cuddles and support with activities. They enjoy their play and learning.

Our findings

Children express themselves according to their ability and make their own choices about their play activities and therefore they have a voice at the service. For example, children moved between the lounge, hall and playroom confidently, accessing what they wanted to play with or use the toilet when needed.

Children interact appropriately and in line with their age and stage of development. With support and gentle reminders, they try things for themselves as well as tidying away toys before getting more out. Children have developed secure relationships with the child minder and are clearly relaxed and at home in her care. They approach the child minder confidently for support, and are happy to sometimes direct their own play or to ask her to join in with their activity.

Children co-operate well with each other and the child minder, generally listening to her direction and respond well to praise for their efforts. For example, they shared toys when prompted and sat to eat their lunch, not leaving the table until they had finished eating what they wanted.

Children enjoy their time at the child minders. We saw them smiling and singing their favourite song 'Old MacDonald had a farm'. They were happily engaged in a game of animal lotto and were interested in the pictures. One child chatted with the child minder about some of the animals, asking questions to extend their understanding.

2. Care and Development

Summary

This was a focused inspection, we have not considered this theme in full and therefore, we have not issued any ratings.

The child minder is experienced in her role and manages behaviour and interactions positively. However, she needs to make and sustain a number of improvements in order to ensure that children are safe and healthy and their learning and development is promoted.

Our findings

The child minder has some systems in place that generally support her to keep children safe and healthy. These include: a child protection policy; behaviour policy; health care policy; lost/missing child policy; accident and emergency policy; and meeting individual needs policy. However, she has not sustained improvements made or acted on recommendations following the last inspection in relation to: drawing up a procedure relating to transporting children; maintaining development records for children; and keeping a record of activity planning. These areas still need improvement.

The child minder has undertaken training to keep her knowledge of current practice updated in relation to safeguarding. She spoke confidently regarding her understanding of what she considered was a safeguarding matter and was clear about making a referral to the Social Services Safeguarding Team if required. We noted, however, the child minder did not have access to the All Wales Child Protection Procedures. The child minder provides some food and drink to children, although on the day of the inspection, the parents had provided a packed lunch that children ate at a table in the lounge. The child minder provided sugar free squash that appeared dark in colour and not suitably diluted. The child minder had no knowledge of the Welsh Government Food and Nutrition Guidance for Child Care Settings, which outlines how services can promote children's health through providing appropriate food and drinks. We saw children sit to eat their packed lunch at the table without washing their hands. The child minder told us that she had not carried out a fire drill for a while and could not find records in her diary of when the last drill was undertaken. The child minder has since confirmed that this has taken place.

The child minder manages interactions appropriately, as she reminds children how they should behave to reinforce expectations. In the main, she spoke to children quietly and

calmly and outlined the importance to share and take turns. The child minder talked to the children as they played and engaged in their play. For example, talking about the pictures on the flashcards, encouraging children to learn new words and develop communication skills. She supported a child to dress and wash their hands after they had used the toilet saying, "*You can do it yourself, well done*" thus encouraging them to be more independent.

The child minder is knowledgeable regarding some aspects of children's care and development. For example, she told us what children liked to do and how she supports areas of their development. However, she had not kept any developmental records for children despite starting to complete them following the last inspection. There were no records kept of activities provided for the children.

3. Environment

Summary

This was a focused inspection, we have not considered this theme in full and therefore, we have not issued any ratings.

The environment is generally safe and suitable for the care of children. However, improvements are required regarding assessing risks to children when taking them to off-site activities.

Our findings

We found that the environment was generally safe, clean and free from most obvious hazards. There is a condition on the child minder's registration certificate stating that 'Any dog(s) within the premises must be kept away from minded children at all times'. We saw that a gate was in place on the door to the kitchen and the kitchen door was closed. As the children do not access the kitchen/dining area, they eat at a low table in the lounge which is generally suitable for their needs.

The child minder could not provide risk assessments at the time of our visit, as she said that she thought they were on her laptop computer located upstairs. However, she had a safety policy that covered a number of risk areas such as the dog, garden and kitchen. There were no written risk assessments for high shelving in the lounge, visits to various parks or other off site facilities. The child minder told us that risks were considered for these activities, but had not been written down. She provided a policy regarding the supervision of children away from the premises, which showed she had considered best practice when taking children off the premises.

4. Leadership and Management

Summary

This was a focused inspection, we have not considered this theme in full and therefore, we have not issued any ratings.

Leadership and management of the service needs improvement. We identified a number of areas where the child minder has not consistently given due regard to the regulations and national minimum standards (NMS). However, she took prompt action to ensure compliance with most of the regulations during the inspection.

Our findings

Leadership and management is not effective. The child minder told us that she was not aware of some of the recommendations in the last report as she had not read the inspection report fully. The child minder has drawn up and agreed contracts with parents. However, we found that she had occasionally cared for a child without agreeing her own contract with parents. She had used information from a third party. Additionally, there was no record of attendance kept on the day of the inspection as the child minder told us that she completes it retrospectively in the evening. The child minder took immediate steps to address these matters during the inspection process.

We found that improvements that the child minder had made as a result of the last inspection have not been sustained and other recommendations made, have not been implemented. The child minder does not operate an effective system to review her service. She has not undertaken an annual review of her service as required as the last review was completed in January 2018. Additionally, although she was aware of the General Data Protection Regulations, she had not taken steps to ensure that her service complied with these regulations.

The child minder had not ensured that she and other relevant members of the household had current Disclosure and Barring Service (DBS) checks. However, she took immediate action to address the matter.

The child minder shares information with parents regarding their children verbally when children are collected. We viewed a file that the child minder provides to parents and this contained some useful information for parents. However, this file only contained the CIW inspection report following the inspection in 2015 and not the most recent CIW inspection report.

Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

The following recommendations were identified at the last inspection but that have not yet been implemented:

- The child minder should draw up regarding transporting children;
- the child minder should ensure that activity planning is recorded effectively;
- the child minder should complete observations and assessments on all pre-school children to help identify next steps and inform activity planning and sharing ongoing information about children's progress with parents;
- the child minder should review risk assessments to include matters such as the high shelving units in the lounge; and
- the child minder should provide more suitable eating facilities for children and promote hand washing before eating.

In addition, during this inspection, we recommended that the child minder:

- has access to a copy of the All Wales Child Protection Procedures;
- considers the Welsh Government Food and Nutrition Guidance for Child Care Settings;
- completes written risk assessments to evidence how she manages risks for activities such as visits to the park;
- reviews the service following the introduction of the General Data Protection Regulations; and
- reviews information provided to parents to ensure the most up to date information, such as CIW inspection reports, is available.

5. How we undertook this inspection

We undertook a focused inspection of the service to consider information shared with us through our concerns process. We also took the opportunity to consider any progress following recommendations made at the last inspection:

One inspector undertook two visits to the service. We have considered information from:

- Discussions with the child minder;
- observations of the child minder's care practices and interactions with the children;
- information held by CIW;
- viewing a range of documentation, including DBS certificates, training certificates, attendance records, daily diary, accident/incident records, some policies and procedures, and some children's records;
- viewing the latest Quality of Care Report; and
- information provided by the child minder during the course of the inspection.

Our findings were fed back 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

6. About the service

Type of care provided	Child Minder
Registered Person	Rachel Hadley
Registered maximum number of places	5
Age range of children	Under 12 years
Opening hours	Monday to Friday 6.30am to 5.30pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	9 January 2018
Dates of this inspection visit	4 June and 20 June 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?	<p>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 people /children who use, or intend to use their service. This may be because the service is situated in a primarily English speaking area and the provider does not currently intend to offer or promote a Welsh language service.</p> <p>We recommend that the service provider consider Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh language in social care'.</p>
Additional Information:	

Date Published 29 July 2019



Care Inspectorate Wales

Children and Families (Wales) Measure 2010

Child Minding and Day Care (Wales) Regulations 2010

Care Standards Act 2000

Non Compliance Notice

Child Minder

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website
www.careinspectorate.wales

Rachel Hadley

Newport

Date of publication: **29 July 2019**

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Leadership and Management	Our Ref: NONCO-00007850-NXKL
Non-compliance identified at this inspection	
Timescale for completion	31/07/19
Evidence	
Description of non-compliance/Action to be taken	Regulation number
The child minder had not carried out a quality of care review of her service on an annual basis. The child minder must carry out a review of her service and provide CIW with a copy of the quality of care report.	16 (2) (a)
<ul style="list-style-type: none"> - The registered person is not compliant with regulation 16 (2) (a) - review of the quality of care - This is because the child minder has not carried out a review of the quality of her service on an annual basis. - The evidence: The child minder told us that she had not carried out a review of her service since January 2018. This inspection identified a number of areas where improvement following the last inspection in January 2018 had not been sustained by the child minder. Additionally, this inspection has identified a number of areas where improvements were required. Had the child minder carried out a review of her service, these matters may have been identified and addressed appropriately. - The impact on people using the service is their welfare may be compromised. This is because the child minder is not identifying improvements that are required in order to take action to address issues in a timely way. 	