



Childcare Inspection Report on

Gillian Price

Blackwood



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Description of the service

The child minder is registered to provide care for three children under 12 years of age and has operated since December 2010. She operates from her home which is located in Blackwood. She operates from 7am to 5pm Monday to Friday and is flexible, willing to support shift working parents with weekend care if required. Care is provided through the medium of English.

Summary of our findings

1. Overall assessment

Children build warm relationships with the child minder who is responsive and caring. She has undertaken suitable training and Disclosure and Barring Service (DBS) checks to enable her to provide appropriate care to the children. However, within the environment, health and safety issues are not addressed consistently and the child minder does not always follow her procedures to ensure that identified risks are as far as possible eliminated. This can impact upon the care and experiences children receive at the service. The quality of leadership and management needs to improve at the service. Policies and procedures had not been reviewed and a quality of care review had not been undertaken since 2016. Other records and documentation also need to be updated and implemented in order to improve the experiences of children at the service.

2. Improvements

The child minder had acted upon some of the recommendations from the previous inspection. She had:

- Updated her paediatric first aid training;
- updated her safeguarding training and
- introduced systems to record children's development.

3. Requirements and recommendations

The child minder is not meeting her legal responsibilities in relation to Regulation 25 (c) to ensure that risks and hazards are identified and as far as possible eliminated.

This was raised at the previous inspection and is a serious matter. We have therefore issued a non-compliance notice in respect of this.

Regulation 15 (1) (b) statement of purpose as to the age-range, sex and number of children for whom care is provided was missing from the document

Regulation 16 to make suitable arrangements to establish and maintain a system for monitoring, reviewing and improving the quality of care given to children.

Regulation 30 (1) (a) maintain a daily record of the names of the relevant children, their hours of attendance and the names of the persons who looked after them.

A non-compliance notice has not been issued in relation to these matters on this occasion as there is no immediate impact for the children using the service. We expect the child minder to take action to rectify these matters and this will be followed up at the next inspection.

1. Well-being

Summary

Overall, we found that children are listened to and consulted with, and are beginning to settle and are happy at the service. They receive praise, are forming strong relationships and their choices are valued. The child minder provides children with opportunities to gain independence skills although these could be strengthened especially with younger children.

Our findings

1.1 To what extent do children have a voice?

Children are encouraged to speak and express themselves, and all attempts at communication are valued by the child minder. We observed the child minder to be considerate of the children's views. We saw the children attempting to communicate and chatter with the child minder. The child minder asked the children what they would like to do, giving options and choices. She modulated her language depending upon the age of the child she was talking to and picked up quickly the body language and needs of pre verbal children.

There are informal methods in place to encourage children to share their thoughts and gain confidence to voice themselves.

1.2 To what extent do children feel safe, happy and valued?

Most children are secure, happy and relaxed with the child minder. They were comfortable to approach her and to seek comfort from her when necessary. All of the children at the inspection were new to the service and whilst one child was sometimes upset, they calmed and cuddled into the child minder who responded appropriately and quickly to their needs. The children smiled and chattered when interacting with the child minder.

Children at the service are still settling into new routines but overall play happily and generally feel safe and secure.

1.3 How well do children interact?

Children are learning to share, socialise, and co-operate with their peers and the child minder. We saw the children learning to share and take turns supported by the child minder. The child minder treated all children with fairness and patience and said that all of the children were well behaved. The children listened to the child minder and responded appropriately. Children were very kind to one another and the older children tried to play inclusively and showed concern when the younger child was upset. They also shared in celebrating when the child settled, smiled and ate their lunch.

Children are learning empathy and have a growing social awareness.

1.4 To what extent do children enjoy their play and learning?

Children enjoy their play which is very much led by them. They were happy in their free play and engaged in their chosen activities. We saw children smiling during their activities and they were generally content. One child really enjoyed playing with a toy stethoscope pretending to listen to the child minder's heart and then the other children's hearts. Another child sat on the floor playing with a Thomas the Tank Engine game and looking through books.

The children enjoy the play and learning opportunities on offer at the service.

1.5 How well do children develop, learn and become independent?

Children are encouraged to develop their independence skills and are provided with the support to do this. We saw that the child minder encouraged children to accomplish things for themselves such as use the toilet independently, in line with their age and stage of development. As there was no sink in the cloakroom there were some barriers to children being able to wash their hands independently. Healthy eating was encouraged in order to develop children's own awareness of the food they eat. We were told that babies are given finger foods to develop their skills but did not see this at lunch time with a younger child. Older children fed themselves successfully. They had easy access to most of their own toys.

Children are supported to do things for themselves but the child minder should consider how these opportunities could be increased.

2. Care and Development

Summary

The child minder builds warm relationships with the children she cares for and has undertaken the required training. However, whilst we saw some good working practices and good interactions with children, we found the standard of care is not always consistent. She does not always implement all of her policies and procedures, and whilst she has undertaken training a better understanding of safeguarding procedures is required. She has implemented a system to record children's development but also needs to monitor, plan and evaluate activities targeted at younger children's needs. There are areas of improvement required to ensure children's needs are met at all times.

Our findings

2.1 How well do practitioners keep children safe and healthy?

There are inconsistencies in how the child minder's working practices keep children safe and healthy. Her interactions with the children were warm and responsive and children new to the service were beginning to feel safe and secure in her care. She cuddled younger children who settled in her arms and was generally responsive to all of the children's needs. She had completed her paediatric first aid training and felt confident in meeting children's health and dietary needs. She had developed a fire drill map of evacuation sites and last undertook a drill in November 2018. The child minder understands her role in protecting children and is aware of the procedures to follow if she has concerns about a child's welfare. However, further training would increase her confidence in this area. Hand washing procedures were compromised as there was no sink within the cloakroom. However, the child minder encouraged children to wash their hands after using the toilet and before eating, in the kitchen, to ensure they were following suitable routines. Children bring their own lunches but the child minder provides healthy snacks. However, the child minder did not ensure that children could access their drinks easily or prompt them to drink regularly.

The child minder needs to implement all of her procedures to ensure children are kept safe and healthy at all times.

2.2 How well do practitioners manage interactions?

The child minder gives children clear and consistent guidance about what is and what is not allowed with regards to the children's behaviour and their behaviour towards others and their surroundings. There is a suitable behaviour policy for the age range of children attending and we saw the child minder implement this appropriately. We saw that the child minder managed the children's behaviour well with positive language, clear instructions and showed the children respect. We heard the child minder give lots of positive feedback, encouragement and praise to children. She spoke patiently and kindly to children giving them time to respond and listening to them. They looked to her for comfort and reassurance when feeling insecure.

The child minder is able to manage children's behaviour well.

2.3 How well do practitioners promote children's play, learning and development and meet their individual needs?

The child minder needs to make improvements in how she plans and evaluates activities. She has a 'flower chart' system to track children's progress which she implements for children under school age but had no system to link this to planning of activities. She said she spoke with parents every day when she was caring for a child to ensure that she was updated about relevant information so she could provide appropriate care. She had good knowledge of children's backgrounds and family structures which helped her understand the children better in order to meet their individual needs. She said that most of the children were pre-school age, but at present she does not attend any play groups with them as she does not drive. She stated that they do go for walks and visit local parks so that they had an opportunity to play outside. Children would benefit from a lunch time routine that encourages them to eat together in order to practice and develop their social skills.

The child minder does not implement systems to plan and evaluate pre-school children's activities and this could impact upon properly identifying their individual needs.

3. Environment

Summary

There is a limited range of resources but a good amount of books for children to access. At present children do not access the garden as the child minder has identified that it is not safe. She discussed plans for improvements to the garden with us, so that children will be able to access it safely by summertime. However, within the child minder's home we found the child minder does not identify all hazards and risks to children and as far as possible eliminate them. This could impact upon children's care and experiences they have at the service.

Our findings

3.1 How well do leaders ensure the safety of the environment?

The child minder undertakes daily visual checks of the environment. However, some risks were not effectively identified. A safety gate was present at the bottom of the stairs and first aid kits and a gas safety certificate were all in place as required. We were asked to sign in as a visitor and noted that the front door remained locked throughout the inspection. However, we saw that the child minding area contained some toys that may have presented as a choking hazard to young children, such as a toy coin which was found on the floor. We saw that in the kitchen, which was accessible to children as there was no safety gate, a cupboard containing hazardous cleaning materials had not been made inaccessible to children. A non-compliance notice has not been issued in relation to these matters on this occasion as the childminder immediately removed hazardous items and has since confirmed to us that the cupboard has been made secure.

The child minder does not identify hazards and take steps to minimise risks adequately and needs to strengthen these processes.

3.2 How well do leaders ensure the suitability of the environment?

The environment is generally suitable for the care of children but procedures to ensure hand washing facilities are appropriate and meet health and safety standards need to be reviewed. The toilet is on the ground floor but has no sink for children to wash their hands. The child minder supported them to wash their hands at the kitchen sink but did not have individual hand drying facilities to prevent cross infection. We discussed that this is not appropriate and alternative arrangements need to be identified for hand washing and drying in order to maintain the health of children. Children had access to two sofas to relax on and we saw a small chair for children to sit on. Children ate at a table in the kitchen and we saw that a high chair was available for young children.

The environment does not adequately support children to follow appropriate hygiene procedures.

3.3 How well do leaders ensure the quality of resources and equipment?

The child minder has suitable equipment for children but needs better systems in place to ensure that the quality of resources and equipment is monitored and maintained. The child minder has resources which are stored in boxes in the living and children had easy access to these resources and books. However, craft items were kept in a high cupboard in the kitchen and were not easily accessible to children. The variety of resources was limited, for example, colouring books had been well used and would have benefitted from being replaced with new ones and there were no role play costumes, even though children were clearly enjoying playing with the one toy stethoscope. Whilst we were told that toys are cleaned regularly and discarded if broken, some resources needed to be organised and cleaned.

The variety of toys and resources is limited and some are not of suitable quality.

4. Leadership and Management

Summary

Overall, we found that the quality of leadership and management needs to significantly improve to ensure that the service delivered to parents and children meets its legal responsibilities and the National Minimum Standards. Health and safety matters and record keeping were issues requiring immediate attention.

Our findings

4.1 How effective is leadership?

The child minder needs to manage the service more effectively and ensure that all record keeping is in line with Regulations and National Minimum Standards (NMS). The statement of purpose was not available at inspection although one had been submitted to CIW in July 2017. This statement of purpose needs to be reviewed as some information is incorrect and, for example, states that the child minder can care for six children when, in fact, she is registered for three. It does not provide all information required within the NMS and should be reviewed annually and readily available to parents so that they have correct information about the service. Children's contracts had been completed and signed by all parties. Parents had signed a variety of permission slips and their wishes around medical emergencies had been sought.

The child minder told us that policies and procedures were discussed with parents before they placed their child at the service. However, when we looked at the policies many had not been reviewed, needed to be updated and additional policies added, such as a nappy changing policy. Whilst it had been highlighted at the last inspection that fire drills should be recorded, the child minder's 2018 diary only recorded 'fire drill' on 25 September and 27 November. No other recordings had been made within 2018. This indicated that there had been a period within 2018 when no fire drill had taken place for over six months which does not meet NMS.

We noted that the child minder's register of children was not clear and did not record exact numbers of children or exact times that children arrived and departed. Some entries suggested that four children had been cared for, for example 30 January 2019 indicated 4 children were present between 9am and 1pm. However, the child minder said this had not occurred as she writes requests in the diary that she may not fulfil if it would mean caring for more than three children.

Accident/incident/pre-existing injuries and medication forms were available but no recordings had been made since the service had begun operating.

The management of the service and the maintaining of records is not effective.

4.2 How effective is self evaluation and planning for improvement?

The child minder does not have systems in place to plan and evaluate the service. She completed a review of the service in 2016 but the Regulations say that this needs to be done annually. She told us that she is aware of her responsibility to consult with

parents, children and any professionals involved and stated that she regularly spoke with parents and children. We discussed the need to record feedback so that it could inform the annual monitoring of her service and subsequent report. She has agreed to complete this and make it available to us. The child minder told us that she had not received any complaints or concerns about the service, but that she would work with parents and try to resolve any issues if they arose. We were unable to check her policy and procedure as this was not available at inspection although she did have a specific form to complete should a parent wish to make a complaint.

The child minder does not have adequate systems in place to monitor and review her service to ensure that she can identify and plan for improvements.

4.3 How effective is the management of practitioners, staff and other resources?

The child minder does not employ any staff. She has ensured that her training is up to date and that suitability checks for herself have been completed. She stated that she had started online training regarding her 'Prevent' responsibilities and had undertaken online safeguarding training in 2017. She told us that she has a named emergency child minder as back up to cover her in an emergency. She stated that she generally manages her time well so that household tasks do not interrupt her child care responsibilities. However, she agreed that this could be improved as some chores had not been completed before children had arrived on the morning of the inspection and clothes were piled in front of the washing machine waiting to be washed in the kitchen where children washed their hands and ate their lunch.

The child minder is not able to plan and manage her time so that her child minding role is not interrupted by other priorities.

4.4 How effective are partnerships?

The child minder builds good partnerships with parents. We observed that the child minder had easy communication with parents and spoke about the children she cared for fondly. We saw that she had a number of thank you cards and letters indicating parents satisfaction with the service and stating, for example, that their child had been 'happy and contented within your care'. The child minder was open to our suggestions and co-operated fully with us throughout the inspection identifying areas herself that she felt satisfied with and others that she wished to gain greater child care knowledge and make improvements in.

The child minder understands that good working relationships are of a benefit to the children in her care.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Regulation 25 (c) Hazards and safety. This is because the child minder had not identified unnecessary risks to the health and safety of relevant children and so far as possible eliminated them.

This is a serious matter and we have issued a non-compliance notice in respect of it.

Further recommendations:

- Record details of fire drills undertaken with children and include exits used, duration of drill, children present and any comments;
- Send complaints policy to CIW as soon as possible;
- update safeguarding training;
- update and review all policies and procedures ensuring that a nappy changing policy is provided and that all required policies including a complaints policy are available;
- audit play resources;
- ensure children are prompted to drink regularly;
- encourage more independence at meal times and
- ensure accident/incident/pre-existing injuries and medication forms are completed.

6. How we undertook this inspection

This was a full inspection of the service and one inspector undertook an unannounced visit to the service. The inspection took approximately five hours. We observed the children and the care they received and gave feedback to the child minder regarding the findings of the inspection. We collated information through:

- Discussion with the child minder;
- observations of care practices, interactions between the child minder and children and of the activities undertaken;
- a visual check of the premises;
- inspection of a wide selection of records including records of attendance, accident and incident logs, policies and procedures and information held by CIW.

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

www.careinspectorate.wales

About the service

Type of care provided	Child Minder
Registered Person	Gillian Price
Registered maximum number of places	3
Age range of children	Under 12 years
Opening hours	7am – 5pm Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	29 April 2015
Dates of this inspection visit(s)	27 February 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 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. We recommend that the service provider considers Welsh Government's More 'Than Just Words follow on strategic guidance for Welsh language in social care'.
Additional Information: The child minder will provide a service on the weekend, in negotiation with parents, in order to accommodate shift workers.	



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

Gillian Price

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Environment	Our Ref: NONCO-00007381-MNPP
Non-compliance identified at this inspection	
Timescale for completion	18/03/19
Description of non-compliance/Action to be taken	
Regulation number	
Hazards and safety regulation 25 (c) unnecessary risks to the health and safety of children are identified an as far as possible eliminated	25 (c)
Evidence	
<p>The Registered Person is not compliant with Regulation 25 (c) Hazards and safety This is because the child minder had not identified unnecessary risks to the health an safety of relevant children and so far as possible eliminate them. The evidence for this is that during the inspection the child minder was caring for a 14 month old child. Risks within the child minding area had not been identified ie. small play coin was found on the floor and cupboard in the kitchen containing cleaning materials had not been secured. The impact upon children using the service is that they could be at unnecessary risk of physical harm or injury.</p>	