



Childcare Inspection Report on

Paul Grant

Cardiff



Date Inspection Completed

26/06/2019

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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

The child minder works in partnership with his wife who is also a registered child minder. They have named their service 'Happy Childcare.' Care is provided from their home, where he is registered to care for up to six children under the age of twelve years. The child minder offers full and part time places as well as a wrap around service to the school day. Care is provided Monday to Friday and they do not offer overnight care. The service is currently provided through the English Language.

Summary

Theme	Rating
Well-being	Good
Care and Development	Adequate
Environment	Good
Leadership and Management	Good

1. Overall assessment

Children are happy, settled and comfortable in the care of the child minder. They have developed strong relationships with the whole family. Parents rate the care their children receive highly and communication between them is good. Leadership of the service is good. The two child minders work well together, sharing responsibilities for different aspects of the service. There is ample space for children to play indoors and outside.

2. Improvements

Since the previous inspection, the policies and procedures have been updated. The annual quality of care review includes the views of children and the home environment has improved, with additional space available to children.

3. Requirements and recommendations

We made some recommendations to improve practice. Further information is available within the report and in section five.

1. Well-being

Good

Summary

Children are happy and well settled at the service. They have formed strong relationships with other children and the child minder. They are developing a range of skills through the good variety of planned and free play opportunities.

Our findings

Children express their views with confidence and they routinely have opportunities to make choices. Two children enjoyed choosing which table top activities they wanted to do with child minder. They sat alongside each other expressing their needs as they played. Some children made requests for items they wanted from the play room and these were sourced. The children were free to choose between playing outside and in the dining area. They moved between these areas freely, following their interests.

Children feel secure, happy and relaxed at the service. Younger children were happily engaged in their play throughout the inspection. Older children arrived after school with energy and enthusiasm. They were familiar with routines and placed their personal belongings in a dedicated area. As children played they openly chatted to the child minder about the weekend and school day. One child told us they like talking to Paul when they are playing. It was evident he was attentive towards the children, as he responded to their news and questions, valuing their views.

Children play co-operatively. They generally got along very well together, enjoying each other's company. They took turns with items most of the time and reminded each other of whose turn was next. For example, as they played with play dough, one child told another, "It's my turn with the rolling pin." Outdoors whilst playing with a ball and catch pad, younger children were reminded of the concept of turn taking, which they responded well to. Most children understood well but a minority were learning how to cope with their feelings, when they needed to share. Older children demonstrated care and respect for younger children. They were patient and gentle.

Children thoroughly enjoy play and learning. They told us their favourite things, which included the playdough and playing with the cars. All children were busy and occupied. Children actively took part in a music and movement activity, where they sang and used home made musical shakers. Parents told us that the children enjoyed their time at the service. Comments included, "They go in with enthusiasm and talk about what they do at home" and "They ask to come when it's not their day to."

Children have some opportunities to develop their independence. They are encouraged to tidy away after themselves and they eat independently. Most children are self sufficient in using the bathroom, but the child minder remains close by to assist when needed. Activities

planned provide opportunities for children to develop. Some children worked together to complete a jigsaw, developing good concentration skills. As they played they were introduced to descriptive language, which encouraged them to match pictures together.

2. Care and Development

Adequate

Summary

The child minder understands his roles and responsibilities in keeping children safe and healthy. Some practice is strong but we made some recommendations to improve outcomes for children and practice within this theme.

Our findings

The child minder has well established systems, policies and routines in place to keep children safe. He routinely updates his safeguarding training and the policy for the service has been amended to include information regarding the Prevent Duty and actions required. Most records relating to accidents, incidents, medication and safety were completed to a good standard. However, we noted that some records contained names of other minded children, in the descriptions. The child minder holds a valid first aid certificate and is due to renew his food safety certificate this year. We observed safe practice when preparing, cooking and serving meals. However, he was not aware of the infection control toolkit which is available to child care practitioners. Meals and snacks provided are mostly healthy and nutritious.

The child minder is consistent in his approach to managing behaviour. We heard positive language used when directing children and a calm, sensitive approach was adopted when explaining unwanted behaviour to children. The policy for the service did not fully reflect this practice. In particular, a list of house rules read quite negatively with the use of 'no' and 'do not' to start sentences. The child minder informed us these would be updated.

The child minder has established appropriate systems for promoting children's learning and development. They include basic activity planning and child monitoring observations. These have predominantly been undertaken by the child minder's wife but we saw some examples of observations completed by the child minder. The Welsh language and culture was not heard or promoted during our visits which limits the opportunities for children to develop incidental Welsh. During activities the child minder used appropriate questions to develop the children's knowledge and skills. For example, as they completed a jigsaw he asked, "can you see the bush with flowers on?" and "where do you think that goes?" Children were responsive and gave appropriate responses. During physical games children developed their hand and eye co-ordination and balance. The child minder gave suitable instructions to help guide children and build their confidence. They celebrated their success together, enjoying the praise and attention they received.

3. Environment

Good

Summary

The child minders home is suitable for child care. Improvements to the home have provided dedicated play spaces for children. The home is welcoming and set out to meet the children's varying needs. Resources are plentiful, of good quality and capture children's interests.

Our findings

Children are cared for in a safe and secure environment. We examined a range of health and safety documents and found these were well maintained. They included, an annual gas safety certificate, risk assessments, visitor's records, fire drill logs and a pet policy. Access to the home is secured by fencing and gates. Parents access the home through a gated rear entrance and doorbell system. Safety gates are used within the home to restrict access to the stairs and kitchen for younger children. A fire blanket is wall mounted in the kitchen and a first aid box easy accessible.

There is sufficient space and facilities to meet the needs of the children attending. Since the previous inspection the home has been extended, providing a dedicated play room for use by minded children. It is easy to access from the dining area and garden. Children were keen to use this space. It is bright, attractive and inviting to children. Children have access to a wash room on the ground floor and are not permitted upstairs. Outside children have access to a patio area where they enjoyed using wheeled toys, physical play equipment and some small world toys. A living room provided space for relaxation, music time and some floor play. Children have a good sense of security and belonging, as they were content to move freely between all spaces.

Resources and equipment are of suitable design and quality. There was a wide range of toys stored across the home but mainly in the play room. These were suitable for children of varying ages and abilities. They included, role play, construction, small world, music, arts and craft, physical play and table top games. A particular favourite was the small figures which occupied some children for almost the whole duration of our visit. Other additional resources such as a high chair and car seats are provided by the child minder to support the care of babies and the transportation of children.

4. Leadership and Management

Good

Summary

Leadership of the service is good. Documentation and necessary records are organised and stored safely. The child minder has established good relationships with parents who highly value the service.

Our findings

The child minder has a good understanding of the national minimum standards for regulated child care. Policies and procedures for the service were reviewed and shared with parents routinely. The Statement of Purpose was updated during the course of the inspection to reflect the use of the dedicated play room. As the child minder works jointly with his wife, they discuss any changes together and communicate their vision for the service to parents. Children's contracts contained useful and relevant information and was stored securely. The child minder is a member of an umbrella organisation which provides information on best practice and guidance. The child minder also uses the provider to obtain public liability insurance and some useful business tools.

Systems for gaining feedback and reviewing the practice are well established. An annual quality of care review is completed which captures the views of parents and children. A variety of methods are used to obtain this information, including pictures produced by children. A reflection of the previous year and targets for the year ahead are also included, which drives further development.

The child minder does not employ any assistants. He works well with his wife who provides support and professional supervision. Together they review their practice and identify areas for additional training. Disclosure and barring service checks are up to date and continuous professional development is valued. Evidence of ongoing training is well documented.

Partnerships with parents are strong. All parents spoken to were very complimentary of the service. Comments included, "we are happy with everything" and "Paul and Emma do so much with them, they are always busy." Parents describe the service as, flexible, great and friendly. One parent commented that the service she received was far more personal and more like a family. Information available to parents is informative and available in written verbal and electronic format. A social media page is available for the service and relevant permission is sought prior to posts being uploaded. The child minder provides a wrap around service to local schools and uses many local facilities for trips and outings, which provides children with a sense of belonging in their community.

5. 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 discussed:

- Ensure accident/incident forms do not contain information regarding other minded children;
- increase opportunities for children to develop their Welsh language;
- revise the behaviour management policy to reflect the current practice and;
- consider referring to the infection control toolkit.

6. How we undertook this inspection

This was a scheduled full inspection undertaken as part of our normal schedule of inspections. One inspector carried out an unannounced inspection of the service over two visits.

We:

- spent approximately five and half hours at the service;
- observed the child minder and his interactions with children;
- reviewed all information held by CIW;
- spoke to some parents;
- examined a range of documentation including, policies, procedures, daily records, children's files and other relevant records maintained as part of the service and
- undertook a visual inspection of the areas used for care and provided formal feedback to the child minder (and his wife who was present).

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	Paul Grant
Registered maximum number of places	6
Age range of children	11weeks – 11 years
Opening hours	Monday – Friday, 8am – 6pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	24 September 2015
Dates of this inspection visits	24 and 26 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 considers Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh language in social care'.</p>
Additional Information: Paul mind jointly with his wife Emma Grant who is also registered as a childminder at the same address.	