



Childcare Inspection Report on

Jillian Lias

Sully



Date Inspection Completed

04/06/2019

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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

Jillian Lias was registered in June 2015 to care for a maximum of 10 children. The child minder cares for children aged six weeks to 12 years old and operates between 7:30am and 6pm, Monday to Friday. The service is provided through the medium of English in Sully, Cardiff.

Summary

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

1. Overall assessment

Children who are cared for by the child minder interact well with each other and are settled. The child minder has a basic understanding of the regulations and the national minimum standards. Children are mostly safe in her care. Parents are happy with the care provided.

2. Improvements

The child minder told us that she had purchased a variety of resources since her previous inspection.

3. Requirements and recommendations

We notified the child minder of the following non-compliance:

- Hazards and Safety: This is because not all risks had been considered in the property. Visits, activities and the outdoor area/play equipment had not been risk assessed;
- The Statement of Purpose: This is because the document was not fully in line with regulation;
- Arrangements for the Protection of Children: This is because the child minder did not show an understanding of the procedure to follow if she had concerns about a child in her care and the child minder had not completed safeguarding training since 2012;
- Quality of Care: This is because the child minder had failed to complete a quality of care review;
- Safeguarding and Promotion of Welfare: This is because the child minder had failed to ensure that household members aged 16 years and over held a DBS certificate;
- Registered Person: Suitability: This is because the child minder's DBS had 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 registered person to take action to rectify this as well as provide evidence to CIW. This will also be followed up at the next inspection.

We made recommendations in relation to the four themes and these can be found at the back of the report.

1. Well-being

Good

Summary

Children have a strong voice and feel safe and happy at this service. They interact well and have a good relationship with the child minder. They enjoy their play and learning and have some opportunities to develop their independence.

Our findings

Children are happy and settled at the service. Children have a strong voice and are able to choose where they play, for example children chose to play with the train track laid out on the floor of the living room and after school, older children stated confidently that they wanted to play outdoors, "Shall we play hide and seek indoors and out?" During lunchtime, we heard children confidently state which flavour yogurt they wanted. We saw that the older children were fully at ease in the premises and they confidently moved from the kitchen to the playroom and accessed the downstairs toilet independently.

Younger children spent most of their time in the living room and playroom, taking part in free play during the morning and afternoon. After school, children used the dining room to eat their snacks. We saw children show great enjoyment as they played outdoors together, pushing each other on the swing.

Children had a good relationship with the child minder, they were confident and relaxed with her. We heard older children chat about their school day. Children interacted well and behaviour was good. We did not hear children use manners at all times, however they were encouraged at one point to do so. Children happily chatted to us and the child minder, telling us about their siblings and the things they liked to do best whilst attending the child minder's home. For example, they told us they really enjoyed attending over the summer holidays as the child minder took them on visits.

Generally, children had some opportunity to develop and learn. Children visit the toilet independently and wash their hands. Children were mostly independent, for example they removed their own coats and shoes as they arrived at the house. During the afternoon, a child helped the child minder prepare snack by slicing the cucumber. Older children distributed the plates and cups after school and we saw children help themselves to a bowl of chopped peppers, carrots and cucumber. The child minder poured drinks for the children.

Children completed jigsaws with some support and counted the pieces to 13 without support. The child minder told us that children followed their own interests.

2. Care and Development

Adequate

Summary

The child minder is adequate at keeping children safe and healthy. She manages children's interactions in a kind and caring manner and promotes their learning and development sufficiently.

Our findings

The child minder did not respond fully confidently in relation to the procedure to follow in within safeguarding. She was not fully aware of who to report her concerns to and was not familiar with the radicalisation and prevent duty. The child minder had not completed child protection training since 2012. The child minder told us that she was aware of the children's needs such as their allergies and dietary needs. The child minder provided meals, drinks and snacks. On the day of the visit, children had melted cheese on wholemeal toast for lunch with yogurt for dessert and squash to drink. Teatime, children had buttered crackers, sliced peppers, cucumber and carrots with hummus and squash to drink. We heard the child minder give children safety messages such as to be careful whilst accessing the trampoline outdoors. The child minder had a first aid kit in the kitchen, with parents contact numbers stored within it. However, some items within the kit had expired. The child minder did not promote hand washing before food with the older children. Younger children washed their hands before lunch time, however used a shared towel to dry their hands. During nappy changing, the child minder did not wear disposable gloves or an apron and the changing mat was not sanitised after the change. Food preparation areas were not cleaned with an anti-bacterial cleaner prior to food being prepared and served either. During the afternoon of the visit, we saw children access the outdoor area to play, however the child minder remained indoors tidying the kitchen after snack and as a result children were not adequately supervised.

On the whole, the child minder managed interactions well and interacted positively with the children; she was calm and caring. The children present were well behaved. We did not always hear them use good manners, such as 'please' and 'thank you'. We did not hear any Welsh language being used during the visit. The child minder told us that she does use basic incidental Welsh at times.

The child minder promoted children's play, learning and development to some extent. She joined in with children conversations at snack time and posed questions such as 'what colour is your plate?' and 'how many pieces of toast do you have left?' We heard older children discuss their school day with the child minder. After lunch, one child assisted the

child minder in making jelly by counting the cubes of jelly, pouring the water and mixing the jelly. The child minder told us that the children were mainly offered free play and also attend various playgroups. She told us that children mainly play with the role-play resources, the jigsaws and older children tend to play outdoors or chose resources from the playroom. We saw the younger children playing with a wooden train track, playing a plastic guitar as well as accessing the outdoor area with the older children.

3. Environment

Adequate

Summary

The child minder provides a relatively safe, warm and homely environment. There is suitable space for children to play, rest and explore. She has a good selection of resources and appropriate furniture and equipment for children.

Our findings

The child minder ensured that access to the premises was safe at all times as the front door of the property was locked and the keys removed from the door. The child minder had undertaken some basic risk assessments, however these had not been updated or reviewed and did not include all possible risks, for example the trampoline and other outdoor play equipment. The child minder told us that she takes children to visit a local farm and they take part in horse riding. There was no risk assessment in place for this. The heating test certificate had expired in April 2019. However, the child minder confirmed following the visit, that a visit had been organised to rectify this. Formal fire drill records were available to view for 2015, however the most recent were only noted as 'fire drill' on diary pages, with no actual numbers, escape route or any issues that may have arose. The child minder had fixed the fire blanket to the wall of the kitchen. The rear garden was securely enclosed, however a hosepipe had been left loose on the ground and there was no cover on the sand/water tray.

The child minder ensured that the premises both indoors and outdoors were welcoming and generally child friendly. There was sufficient space and facilities to meet the children's needs, for play, quiet time and physical play. Children had access to the playroom, kitchen, living room, dining room and downstairs bathroom. Toys were stored in large storage unit containing transparent storage boxes. Other toys and resources were stored in boxes at low level to enable children to help themselves. Children had access to the rear garden for outdoor physical play and fresh air.

The child minder ensured that children had access to a suitable range of toys and equipment. She had a changing mat, pushchair as well as a high chair in the kitchen. We saw some items such as books, puzzles, jigsaws, role play items, small world characters and dolls to name but a few. Items viewed were clean and well maintained. The child

minder told us that she celebrated some traditional and some wider world festivals including, Chinese New Year and St Patrick's Day.

4. Leadership and Management

Adequate

Summary

The child minder is experienced and has basic record-keeping systems in place. Partnership working is good. The child minder needs to be more effective in managing her service.

Our findings

The child minder had a statement of purpose in place, however it did not contain all the information required by regulation and national minimum standards. The following information was missing: address, registered numbers, activities offered, routines, language used, admissions policy, arrangements for dealing with any emergency and arrangements to review the statement of purpose and inform CIW of changes. The child minder had devised some policies and procedures. However, during the visit, the child minder could not produce a policy for lost/not collected child and there was no nappy changing policy in place. Policies were not dated for validity/reviewing purposes and policies had not been updated to reflect CIW's name change. The complaints policy did not contain the correct contact information for CIW. The child minder provided the documentation and paperwork required with ease. She did keep a visitors' book. The child minder kept a record of children using the service in her daily diary; however this was not always clearly recorded with actual times of attendance. There were satisfactory accident records, however one accident record showing a bump to the head had not been signed for by the parent/carer for over a week after the actual accident occurred. The child minder told us that she had verbally informed the parents of this accident. The child minder told us that she had not administered medication and as a result, there were no completed medication records available to view. The child minder had contracts in place for all children, however not all children had emergency medical consent or the same permissions in place for things such as outings, travelling in the child minder's vehicle, photographs, application of sun cream etc. The child minder told us that she did not hold developmental records on children, however, she shared verbal information with the parents.

The child minder did not have an effective self-evaluation system in place. The child minder told us that she did seek the reviews of parents, however did not collate reviews into an annual review. There was no annual review available to view during the visit. The child minder informed us that parents were happy and this reflected the feedback provided to us during the inspection visit. The child minder had completed the Self-Assessment of Service Statement (SASS) part 1 and 2.

The child minder had many years' experience of working with children and was aware of the maximum number of children that she may care for at any one time. She had not ensured that valid Disclosure and Barring Service (DBS) certificates for herself as well as all adult household members were in place. The child minder did show us an email proving that she was in the process of completing a DBS check for herself. The child minder had completed first aid training in 2017, however safeguarding training had not been undertaken since 2012 and food hygiene in 2013. The public liability insurance certificate was valid.

The child minder had a folder containing her policies and procedures. She told us that she made parents aware of all policies and procedures. We heard the child minder share information about the children's time with parents at collection times.

The child minder told us she takes children on outings to playgroups as well as a local farm. She also offers school drop offs and pick ups.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We recommended that the provider should:

- improve the recording of children present on a daily basis;
- further promote children's independence and use of manners at all times;
- improve hygiene standards in relation to hand washing, food preparation and nappy changing. Familiarise with the NHS Guidance on Infection Prevention and Control for Childcare Settings;
- familiarise with the Food and Nutrition Guidance for Childcare Providers published by the Welsh Government;
- update food hygiene training and child protection training and forward proof to CIW;
- supervise children at all times when they're playing outdoors;
- develop a policy for nappy changing and lost/not collected child;
- update the complaints policy with the current contact number for CIW;
- date policies and procedures for validity and review purposes;
- develop an awareness and understanding of The Prevent Duty;
- improve the recording of fire drill practises;
- review and replenish the first aid kit;
- update the heating safety cert and forward proof to CIW;
- update policies to reflect the name change of CIW;
- keep a record of the activities children undertake and record observations; and
- ensure that permissions are completed for each child.

6. How we undertook this inspection

This was an announced full inspection undertaken as part of our normal schedule of inspections.

One inspector visited the service on 4 June 2019 for approximately 6 hours. We:

- inspected a sample of documentation and policies;
- observed practice;
- spoke to children, parents and the child minder;
- provided questionnaires to be issued to parents and
- provided detailed telephone feedback to the child minder on 7 June 2019.

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	Jillian Lias
Registered maximum number of places	10
Age range of children	6 weeks to 12 years
Opening hours	7:30am – 6pm Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	10 June 2015
Dates of this inspection visit(s)	04 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?	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 ' <i>Than Just Words follow on strategic guidance for Welsh language in social care</i> '.
Additional Information:	

Date Published 25 July 2019