



# Childcare Inspection Report on

**Mona Jones**

**Canton**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**



**Date Inspection Completed**

06/08/2019

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<b>Ratings</b>	<b>What the ratings mean</b>
<b>Excellent</b>	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
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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

Mona Jones is registered with Care Inspectorate Wales (CIW) to care for up to six children under 12 years old. She lives in the Victoria Park area of Cardiff with her partner and three children. The service is available from 8am to 6pm, Monday to Friday, including school holidays. This is a Welsh language service and the inspection was carried out in Welsh.

## Summary

Theme	Rating
<a href="#">Well-being</a>	Good
<a href="#">Care and Development</a>	Good
<a href="#">Environment</a>	Good
<a href="#">Leadership and Management</a>	Adequate

### 1. Overall assessment

Children are relaxed and comfortable in the child minder's home. They receive individual care and attention which meets their needs. Close, supportive relationships are evident as children attend the service regularly and are very settled. The environment is welcoming and safe and is organised from a child's perspective. There are effective management systems in place which mostly meet the requirements of the regulations, and the child minder is motivated to continually improve her service.

### 2. Improvements

The child minder has further developed the system she uses to assess children's development and to ensure activities contribute to children's learning.

### 3. Requirements and recommendations

We found the child minder was non-compliant with regulation 20 (2) (a). This is because the Disclosure and Barring Service (DBS) check of the child minder's partner has not been renewed. We have not issued a non-compliance notice as the child minder made an immediate application and anticipates receiving the certificate within two weeks.

We made one recommendation in relation to updating the complaints policy.

# 1. Well-being

**Good**

## **Summary**

Children are content and settled with the child minder. They receive good quality care which provides a strong foundation for their learning and development. There is a relaxed and comfortable atmosphere within the home and children are happy to express their views and opinions. Activities are provided which suit the age and stage of development of the children.

## **Our findings**

Children receive support to make choices and their decisions are respected. The two young children who were present during our visit were in the early stages of learning how to express their needs effectively. The child minder was able to anticipate what they required because she knew them very well and listens to them with intent. They move around easily and make their own choices from the resources available to them. Children's views and interests are considered and valued when planning activities.

Children form strong attachments to the child minder and are very comfortable in her care. They respond positively to the nurturing and responsive attention provided by her. Children approach the child minder when they need reassurance and comfort and clearly benefit from the tenderness shown to them. One child, who was unsettled, received close attention until she felt more relaxed. Children feel comfortable to ask the child minder for assistance and their wishes are valued. Children and their parents determine the length of the initial settling in process which is based on the child's individual needs. They benefit from the home from home environment and like seeing their pictures on the wall which provides them with a sense of belonging. Children told us they look forward to attending the service.

Children interact well with each other, the child minder and her family. They value the opportunity to spend time with the child minder's children and are keen to involve them in their activities and games. Children cooperate and share resources and an older child took pleasure in helping and directing a younger child when playing with the train set and colouring and identifying mini beasts. Children clearly enjoy their play and are lively and engaged with activities presented to them. They are also able to relax and rest or sleep when they choose. Children look forward to attending a good range of activities in the local community where they meet up with others and develop new friendships. This includes weekly visits to the park, a playgroup and story time session which operates using the Welsh language.

Children benefit from learning self-help skills and are encouraged to carry out tasks independently to help prepare them for attending school. They are confident to wash their hands when needed, try to put on their coat and take part in tidying away toys and games before choosing other resources.

## 2. Care and Development

**Good**

### Summary

The child minder is an experienced and confident childcare practitioner and has developed a good range of effective systems to ensure children's health and safety is prioritised and their needs are met. She has put in place the required policies and procedures to promote positive outcomes for children.

### Our findings

There are good systems in place to promote the health and safety of children. The child minder understands her responsibility to safeguard children, to monitor any concerns and refer to the appropriate authority if needed. She has completed child protection training which includes Prevent. This is a government strategy to protect children from the dangers of extremism and radicalisation. Accidents are well recorded, signed by parents and are typical of the age and stage of development of the children. A record is kept of any existing injuries of children. The child minder holds a current first aid certificate and updates her food hygiene training as required. The service is registered with the Environmental Health department and very good attention is given to maintaining an infection free environment which includes a rigorous cleaning routine and regular sterilisation of babies' bottles when needed. Children have access to water and healthy, nutritious food throughout the day.

There is a behaviour management policy in place which outlines the importance of consistency and clear boundaries for children. The childminder provides a calm and caring environment where children can feel secure and develop self-esteem and confidence. She is an excellent role model for children. She understands that factors such as tiredness and hunger can affect children's behaviour and pre-empts these situations successfully. The child minder prepares well for her days when she is caring for children and this means she can give them her full attention.

The child minder has effective systems in place to promote children's learning and development. She has a good understanding of children's specific needs and their backgrounds and keeps in close contact with parents to ensure all information relating to a child's welfare is shared. She encourages children to express their individuality and arranges activities in response to their preferences. The child minder follows a specific theme each month and arranges corresponding activities which are interesting and engaging to children. She is currently planning a new theme, 'Me, myself', for the new term. We saw very good planning documents for each child and the next steps in their learning was clearly identified. Each child has a scrapbook which hold examples of their work and photographs of them involved in activities. Parents welcome and appreciate these books. The child minder promotes children's social skills with meals around a table, giving

children the opportunity to converse and share experiences. The Welsh language is used at all times, throughout each session.

### **3. Environment**

**Good**

#### **Summary**

The child minder's home is safe, clean and welcoming. Children have use of the spacious kitchen/family room and a separate playroom. They use the toilet facilities downstairs and have access to the decking area outside when supervised by the child minder. Children do not use the garden. Resources are plentiful and well maintained. Good attention is given to safety and security and the child minder ensures that children are well supervised at all times.

#### **Our findings**

The environment is attractive, well maintained and secure. Regular safety checks take place and risk assessments are carried out on all areas of the premises and when visiting community facilities. The front door and back garden gate are locked at all times and a record is kept of any visitors when minded children are present. There is a register of children attending each day which includes times of arrival and departure as required. We saw evidence of regular servicing of the gas boiler and that public liability insurance is in place. Good attention is given to fire safety and smoke alarms are checked regularly. The child minder carries out fire drills with children every month and makes good records of each event. Children do not currently use the garden although the child minder has plans to make this area accessible in the future.

The child minder's home is inviting and child centred, and provides a rich environment for children's play and learning. There are very good facilities and plenty of space for children to play and relax in comfort. The layout of the house is arranged from a child's perspective and resources are stored to be accessible to them. Children have use of booster seats and a high chair and appropriate aids in the bathroom, which is on the ground floor. Resources provided by the child minder are suitable for the needs of children and we saw activities were age appropriate and offered variety and choice. These support their learning and development and include games, puzzles, books, construction toys and materials for creative and imaginative activities. We saw photographic evidence of children enjoying baking gingerbread men, making foot and handprints, feeding ducks in the park and splashing in the local outdoor pool. The child minder told us she audits the resources regularly and ensures anything which is broken is discarded at once. Good use is made of recycled and natural resources for craft activities and children are developing a good understanding of sustainability.



## **4. Leadership and Management**

**Adequate**

### **Summary**

The child minder is an experienced and confident practitioner who is open to ideas and is committed to improvements and new developments. She demonstrates confidence and skill to promote positive outcomes to children and their families. She mostly manages her service effectively. However, attention is needed to ensure the regulations are followed at all times.

### **Our findings**

There is a statement of purpose which is up to date and reflects the service delivery. The Disclosure and Barring Service (DBS) check of the child minder's partner has not been renewed. Although this is a serious matter, we have not issued a noncompliance notice as the child minder started the process to renew the check on the same day of the inspection. Both the child minder and her children who are over sixteen and live at the family home, have up to date DBS checks. The child minder is affiliated to a national child-minding umbrella organisation, which provides information and support when needed. All the required policies and procedures are in place and regularly reviewed. Policies are given to all parents when they register their children. The child minder has registered her service with the Information Commissioners Office (ICO), and has an understanding of the importance of maintaining personal information confidential.

There are systems in place to evaluate the quality of the service and to plan for improvements. The quality of care report includes the views of children and parents who have completed questionnaires which reflect how much they value the service. Parents stated they are very happy with the quality of the service and that the child minder goes out of her way to meet the needs of children and their families. They also value the 'home from home environment' and her ability to be 'flexible and reliable' at all times. There is a complaints policy; however, no complaints have been received. This policy requires amendment to reflect the role of CIW when dealing with concerns. The child minder provides the active offer of the Welsh language.

The child minder organises her time efficiently and maintains orderly records of her qualifications and training certificates. She prioritises tasks effectively and ensures she is available to children when they need her. The child minder does not employ an assistant. She has organised a backup child minder who is able to look after children in the event of an emergency. She has positive links with other child minders in the area and shares information about new developments within the childcare sector. The child minder maintains positive, professional relationships with parents to maximise the benefits of the service to children. All children under two years have a daily diary which is used to exchange information with parents. She uses social media to keep in touch with them during the day and renews all contracts annually to ensure parents are happy with the service she provides.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of noncompliance from previous inspections**

None

### **5.2 Recommendations for improvement:**

- To amend the complaints procedure to reflect the role of CIW in dealing with concerns.

## **6. How we undertook this inspection**

- One inspector undertook a scheduled visit to the service for three hours on 6 August 2019. The visit was semi announced to ensure the availability of the child minder during the holiday period :
- We engaged with the two children present;
- we looked at the information held by CIW;
- we looked at a wide range of records. These included the statement of purpose, risk assessments, copies of policies, which included safeguarding, safety records and monitoring records;
- we looked at feedback information from parents and children;
- we looked at three children's records;
- we made a visual check of the premises used by children and
- we provided verbal feedback to the child minder by telephone after the inspection.

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

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## 7. About the service

Type of care provided	Child Minder
Registered Person	Mona Jones
Registered maximum number of places	6
Age range of children	6 months to 12 years
Opening hours	8am to 6pm Monday to Friday including school holidays
Operating Language of the service	Welsh
Date of previous Care Inspectorate Wales inspection	3 December 2015
Dates of this inspection visit	6 August 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 service provides an 'active offer' of the Welsh language. It provides a service that anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.
Additional Information: None	

Date Published 16 September 2019