



Childcare Inspection Report on

Eira Davis

Llantwit Major



Date Inspection Completed

27/06/2019

Welsh Government © Crown copyright 2019.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

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

Eira Davis registered as a child minder with the Care Inspectorate Wales (CIW) in February 2012 for up to 10 children. She operates the service from her home in Llantwit Major between the hours of 7.30am to 6pm, Monday to Friday, and caters for children up to the age of 12 years. Her husband, Thomas Davis, works as her assistant. The child minder does not offer the 'Active Offer' in terms of the Welsh language.

Summary

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

1. Overall assessment

Overall, children confidently speak and express themselves and make their wishes known. They interact well with others and show that they are engaged and interested in the play opportunities available to them. The children benefit from a caring and supportive child minder who has developed good bonds with them. The child minder's home is comfortable, welcoming and well-resourced and is a safe and stimulating place for them to spend time in. The child minder is developing her leadership skills. Some improvements are needed relating to 'Care and Development' and 'Leadership and Management'.

2. Improvements

Following this inspection visit the child minder confirmed that she had implemented some of the recommendations made. For example, she had updated the statement of purpose so as to be an accurate reflection of the service provided and had included the role/responsibilities of her assistant so that parents were clear about how the service was being run. Also that a written record of when the assistant was working with the children and which children has responsibility for so that there was clear evidence of who was accountable for the children at any given time.

The child minder had also implemented some of the recommendations made in the previous inspection as she had started to keep a record of visitors' presence when minded children were in attendance and emergency medical consent had been obtained from parents.

3. Requirements and recommendations

We advised the child minder that improvements are needed in relation to staffing (regulation 28) in order to fully meet the legal requirements. 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 responsible person to take action to rectify this and it will be followed up at the next inspection.

We made recommendations to the child minder in respect of policies, procedures and record keeping, training, the planning of activities and the tracking of children's development and risk assessments. These are detailed at the back of the report.

1. Well-being

Good

Summary

Children have a confident voice at this service. They are very settled and happy and show enjoyment in the play and activities that they take part in. Children interact positively with others and are forming friendships. They make suitable progress as they take part in a varied range of play and learning opportunities.

Our findings

Children speak and express themselves well as they receive a meaningful response. They are confident communicators as their wants, moods and needs are considered. Children therefore have a strong voice. During both visits the children made their requests and wishes known. For example, one young child told the child minder what she wanted to play with which demonstrated confidence in the knowledge that their requests would be met. Children regularly informed the child minder what their interests were and wrote their ideas for activities on a list that was kept on the fridge for ease of reference. This included suggestions such as setting up a 'nail bar', vets and flower shop, visits to Rhoose Point the beach, or to make a magazine.

Children are active and express enthusiasm and enjoyment. Children are developing relationships and forming friendships. Because of this children are very settled and happy to spend time at the service. Positive attachments were evident. For example, one child contentedly sat in the child minder's lap to undertake different activities such as jigsaw puzzles and colouring. Older children freely mixed with the younger children. They explored the garden and initiated their own games and play which showed that they were relaxed and at ease with each other.

Interactions between children and their peers is very positive as they co-operate and are considerate towards one another and they show an interest in their friends. For instance, one child showed a younger child how a helicopter works. Other children initiated their own games and invited others to take part. A child stood up and placed their arms above their head, then gestured for another to copy them: "*See if I can get it over you!*" The child began to throw hoops onto the other child and the younger children then joined in.

Children are enthusiastic and interested in their play because they can participate in a range of activities. They therefore show sustained interest for a good length of time for their age and stage of development. Children focused on activities and persevered until they had completed them, including counting, colouring and jigsaw puzzles. Younger children persevered and completed activities by themselves.

Children experience a variety of age appropriate play opportunities that enable them to follow their interests. Children therefore make suitable progress. For instance, one young

child played a game that enabled them to practise counting to ten and completed jigsaw puzzles. Children of all ages explored the tuff tray which had been set up as the sea and a beach and contained lots of sea creature figures. This was because a child had shown an interest in turtles and it was being used to reflect the summer season.

2. Care and Development

Adequate

Summary

Overall, children benefit from a caring and supportive child minder who provides many opportunities to take part in interesting and fun activities. However, some improvements are required in this area.

Our findings

The child minder is developing her understanding, and is working towards, implementing policies and procedures to ensure children are safe and healthy. This is because the child minder has a very good awareness of how to keep children healthy but showed some uncertainty about safeguarding procedures and some inconsistency in infection control measures. For example, through discussion the child minder showed that she took careful steps to ensure that a child's allergy needs were well managed. There was also a healthy eating policy in place and children were offered water, milk, or squash to drink, fruit for snack and appropriate home-cooked meals were served for tea. However, discussions and observations also showed that the child minder did not have a firm grasp of safeguarding procedures to follow or the 'Prevent Duty' and she did not routinely encourage handwashing before preparing snack and eating, despite this being a recommendation in the last inspection.

The child minder has developed good bonds with children and provides support and encouragement to them. However, she has a general understanding of the behaviour policy and behaviour management strategies. For instance, the child minder provided praise and encouragement to the children when they undertook activities such during a counting turtles activity. Although the child minder reminded children what her expectations were in terms of behaviour, such as sitting at the table/highchair nicely to drink or eat and to use good manners using 'please' and 'thank you', the child minder showed a lack of understanding of appropriate sanctions to use if children behaved in a negative way.

The child minder ensures that the children benefit from participating in a good range of play and learning activities that are based on their wishes and interests. She has a basic knowledge of children's individual development needs as progress is not monitored or tracked. The child minder routinely asked the child what they wanted to do next as she, "*Wants them to be occupied in things that interest them.*" She had taken photographs which evidenced a good range of activities had been undertaken with the children, for example threading activities, playing with conkers, trips to the beach, making fruit kebabs, making potions in the mud kitchen. However, activities had not been planned a specific purpose or development outcome in mind. The child minder showed an app that she had started using to indicate children's development, although information had only been uploaded during the previous week and did not show how children were making progress. Through discussion it

was evident that some children would have benefitted from specific support for their learning and development needs, but the child minder had not explored this further.

3. Environment

Good

Summary

The child minder provides care from her detached home in Llantwit Major. The environment is welcoming, comfortable and well maintained so as to be a safe and secure place for children. Children have access to a very good range of resources.

Our findings

On the whole, the child minder successfully ensures that the environment is safe, secure and well maintained indoors and outdoors. This is because the house is kept clean, tidy and is well cared for. The child minder had risk assessments in place although would these require review. For example, the gas had recently been checked and some safety equipment or measures had been taken, such as straps added to make the water butt stable and safe. Adequate risk assessments were in place for the different areas of the property used for child minding purposes. However, These had not been dated to show when they had last been reviewed and changes had been made to the environment were not accurately reflected in the risk assessments. For example, the stair gate at bottom of stairs detailed in the document was not in place.

The child minder successfully ensures that the outdoor play space is used as often as possible. She extends children's knowledge and development by offering a good range of resources that stimulates their curiosity and interest. The premises are light, airy and provides suitable space for children to take part in different activities. Resources were stored in units that were, in the main, accessible to the children. The storage units were not labelled but children showed that they knew where they could find the things they wanted.

Children are able to access and choose toys and resources from a wide range of equipment. The child minder is therefore effective at providing good quality resources and equipment. There were plenty of resources to stimulate the children's imagination and interest such as a mud kitchen, many outdoor toys and resources, recyclable materials and small part items that supported development of fine motor skills, for instance.

4. Leadership and Management

Adequate

Summary

The child minder is developing her understanding of the regulations and national minimum standards and demonstrates adequate leadership skills. She has developed positive relationships with parents. She has started to reflect annually on the service she provides and to consult others for their views. Some improvements are needed in this area.

Our findings

The child minder is developing her leadership skills because whilst she has most of the documents and records required and has a very general understanding of the child minding regulations and national minimum standards for child care. The child minder had developed a statement of purpose in relation to her business but this was not an entirely accurate view of the service and did not detail all of the information required by the regulations. For example, the services address was not included and little information was provided about the role and responsibilities of the child minding assistant that works with her. It also noted that there were no pets at the premises and only an occasional pet visitor, despite the fact that a family member's dog spent most of the day with the child minder. The child minder was also unaware of the regulations around staffing as there were no documents and records to indicate that the assistant was safe and suitable to work with children. Records were also not kept of when the child minding assistant was working alongside the child minder and when they were caring individually? for children, such as during school runs.

The child minder adequately self-evaluates her services and plans for improvement. This is because she has developed a basic system for gathering parents' views and has implemented some, but not all, of the recommendations made in past inspections. A quality of care report had been produced for 2017 and 2018. This outlined what the child minder had done, much of which are requirements or expectations set out in the national minimum standards, such as policies having been updated. Parents' and children's views were not reflected in the report. Whilst the child minder identified areas of the service she would like to improve there were no target dates or indication of what been achieved and when. For instance, it stated in 2017 that "*I would like to get my policies translated into Welsh,*" although there was no indication that this had been enacted upon.

The child minder works with her conditions of registration by caring for no more than ten children at any one time. She relies on her husband as her child minding assistant to help with school runs and care during busy times. Whilst parents were aware of this arrangement he had no clearly defined roles and there was no evidence to reflect that a robust recruitment procedure had taken place. However, both the child minder and her husband had current disclosure and barring service (DBS) checks in place. The child minder had undertaken first aid, food hygiene and child protection within the last few years, although the child minding assistant had not. Records were in place to reflect children's

attendance but there was no record of the child minder's family members who attended the service regularly. Records and staff are therefore managed inconsistently.

The child minder has positive partnerships with parents. She keeps parents generally informed through verbal feedback and occasional text messaging. Daily diaries were not used for children two years and under. Contracts were in place in respect of minded children parental permissions had been obtained. However, the permissions that the child minder had asked for had changed over the years, so not all children had the same parental permission which would have made it difficult to keep track of which child was allowed to undertake certain things.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

- Regulation 16 (2) (a) – Quality of Care Review and Report. This is because the child minder had not undertaken an annual review of her service. The child minder had completed a review for the previous year and was therefore found to be compliant at this inspection.

5.2 Recommendations for improvement

We recommended that the child minder:

- undertake an audit of infection control procedures to reflect upon own practice and ensure guidelines are consistently implemented;
- undertake training in 'Prevent Duty' and update the child protection policy to reflect this;
- undertake behaviour management training;
- ensure that what children do is observed and recorded to help plan for next steps in children's play, learning and development;
- keep records containing details/notes about the child's progress
- update risk assessments so that they accurately reflect the environment and the control measures that are in place;
- record the times that visitors' spend at the service in the visitors' book; and
- Parental permission obtained is consistent in respect of all minded children.

6. How we undertook this inspection

This inspection was undertaken by two inspectors as part of the scheduled programme of inspections and took place on 27 June 2019 and 1 July 2019. As part of this inspection we:

- made general observations of the interactions between the child minder and the children attending the service;
- Spoke to children who attended the service;
- spoke to the child minder and staff members working for the service and observed their practice;
- viewed records and documents including: the attendance register, children's contracts, policies and procedures, accident and incident records, medication records, the service's statement of purpose; and
- performed a visual inspection of the rooms of the areas used by the service; and
- gave feedback over the phone on 7 July 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	Eira Davis
Registered maximum number of places	10
Age range of children	Up to 12 years
Opening hours	7.30am to 6pm, Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	15 May 2015
Dates of this inspection visit(s)	27 June 2019 and 1 July 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 Than Just Words follow on strategic guidance for Welsh language in social care'.
Additional Information:	
The child minder employs an assistant, Thomas Davis, who works alongside her part-time.	

Date Published 20 August 2019