



Childcare Inspection Report on

Arabella Morgan

Kilgetty



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Description of the service

Arabella Morgan provides a child minding service from her home in Jeffreyeston. She provides care for a maximum of ten children aged from birth to twelve years. The child minder operates Monday to Friday, 8am to 6pm and she provides the care through the medium of English.

Summary of our findings

1. Overall assessment

Children feel very valued and happy at this service. The child minder cares for them with kindness and affection. She provides a suitable environment for the children's care and parents are very happy with the service. However, there are a number of areas for improvement.

2. Improvements

The child minder had taken action in relation to some of the notifications and recommendations in the last CIW report by putting a gate in place at the front of the property, keeping a record of fire drills and completing a quality of care review. She had also purchased new resources which included craft materials, a bat and ball set and a catch-ball set.

Following our visit, the child minder updated and improved her statement of purpose and policies on emergencies, behaviour, complaints and child protection.

3. Requirements and recommendations

We found that the child minder was not compliant with regulations in relation to:

- safeguarding and welfare; and
- keeping of records.

We issued the child minder with a notice in relation to these.

We also made a number of recommendations which are detailed at the back of this report.

1. Well-being

Summary

Children have a warm relationship with the child minder and other children at the service and they are very comfortable in her care. They are confident to make choices and requests and they know they will be listened to. Children have fun with the child minder and they have opportunities to practise their independence and individual skills.

Our findings

1.1 To what extent do children have a voice?

Children make choices and can be confident that they are listened to.

Children were able to make choices on a number of occasions. For example, the child minder asked a child if they wanted a bib and the child responded, "Yes please. I don't want to get it all over my lovely dress" and the child minder asked a child what they would like to do with their drawing, which was to "put it in my bag." Children made requests which the child minder responded to positively. For example, a child asked if the child minder could write children's names on a piece of paper, which she did and a child attending after school asked if they could go back and forth on their bike on a path which they were able to do.

Children clearly have a voice.

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

Children have bonds of affection with the child minder. They are relaxed and content.

When children came out of school they were happy to see the child minder and proudly showed their certificates to her. Children spoke fondly of the child minder and other members of her family, including when one child told us about 'Bell-bells' taking them to a community activity outside of child minding hours. The children had fun with the child minder and joked about her ability to do the 'floss' dance. A parent who had previously used the child minding service told us that their children still asked to go and see Bella. Children played happily and they were very relaxed at the service, which was demonstrated when one child asked the child minder if she could "give my tooth a wobble."

Children feel very safe, happy and valued.

1.3 How well do children interact?

Children co-operate and treat each other kindly. They listen to the child minder.

We observed a lovely relationship between the children attending. A young child said to an older child, "I want to play with you" and the older child suggested that they eat their apples first, which they did, with the younger child sitting on the older child's lap. Another older child said when playing snakes and ladders, with a younger child who was new to the

game, “If I get a six, I’m going to give it to (the young child).” Children were respectful to the child minder and followed her instructions. For example, when she asked them to wait when they were riding their bikes or to sit at the table for a snack, they did so.

Children interact well.

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

Children show enjoyment when playing and talking about their activities. They show pride in what they do.

Younger children were engaged in playing with cars and drawing and one of them proudly showed the child minder their drawing, saying “I made a chair and a table!” Older children told us that they liked playing games and sewing. An older child told us enthusiastically that they “definitely” had fun at the child minder’s and smiled broadly as they told us of the themed teddies they had dressed, including a bear dressed for a ‘Hula party in Hawaii’.

Children really enjoy their play and learning.

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

Children are able to do things for themselves. They have regular opportunities to develop their individual skills.

Children ate independently and went to the toilet independently which was appropriate for their age. We also saw children putting their own shoes and socks on. A child under the age of four could count, named colours in both Welsh and English and used vocabulary such as ‘tiny’ and ‘big’. Children had opportunities throughout the visit to use their communication skills as there was a lot of conversation with the child minder. They also had good opportunities to develop their physical skills in outdoor play as well as walking and cycling on the school run. A parent who had completed a CIW questionnaire strongly agreed that their child was developing well since attending the service and said that the children were ‘creative, polite and sociable from their experiences with the child minder.’

Children develop, learn and become independent well.

2. Care and Development

Summary

The child minder treats the children with warmth, kindness and affection. She seizes opportunities to develop their skills and encourages them to have a healthy lifestyle. However, prompt action is needed in relation to the child minder's understanding of child protection procedures and we have issued a non-compliance notice in relation to this.

Our findings

2.1 How well do practitioners keep children safe and healthy?

The child minder has some processes in place regarding keeping children safe and healthy. However, action is needed in relation to her understanding of child protection matters and hygiene when nappy changing.

The child minder had up to date training in paediatric first aid. She kept a record of the months that she had completed fire drills with the children although these records were not entirely clear and she did not record specific dates. She kept children healthy by encouraging them to wash their hands after going to the toilet and by ensuring that they had plenty to drink and opportunities to play in the outdoors. The child minder reheated food that parents provided and she took items that required refrigeration from the lunchboxes and put them in her fridge. She confirmed that she had not contacted the Food Standards Agency to inform them that she was reheating and storing food. The child minder washed her hands after changing a nappy but she confirmed during the visit that she did not use a changing mat or gloves and she did not have a nappy changing policy in place. However, she told us following our visit that she had written a policy on this. When we discussed a hypothetical child protection scenario with the child minder, she explained a process which was not in line with safe child protection procedures. The child minder updated her child protection policy after our visit and this was suitable.

The child minder does not fully keep children safe and healthy.

2.2 How well do practitioners manage interactions?

The child minder treats children with affection and boosts their self esteem. She positively manages children's behaviour.

The child minder celebrated children's achievements with them. For example, she said, "*That's excellent*" when a child showed their drawing to her and she said, "*I am so proud of you*" when children showed their certificates when she collected them from school. The child minder gave children lots of hugs and spoke with them kindly. She told us that she treated the children that she looked after as part of the family. The child minder set clear boundaries and talked to the children about the reasons why those boundaries were in

place at a suitable level for them to understand. For example, she explained to children the reasons that they had to stop and wait at certain points on the way home from school.

The child minder manages interactions well.

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

The child minder knows the children and their needs well. She seizes opportunities to develop children's skills but she does not keep records of children's development or planning.

The child minder provided activities for the children during our visit which were suited to their differing ages and abilities, such as games and crafts for older children and drawing and small world play for younger children. We also saw some photographic evidence of children taking part in other suitable activities such as posting a letter to Father Christmas and having a role-play picnic on the carpet. We also observed her seizing opportunities to encourage children to count and develop their vocabulary. For example, when a child took out shaped strawberry snacks, she encouraged the child to identify the animals and said "How many have you got now?" She also encouraged the children to use basic Welsh vocabulary such as colours and numbers. However, the child minder confirmed that she did not keep written records of planning or development for any of the children. The child minder reminded children to go to the toilet, changed a child's nappy promptly, ensured that they had a nap or a rest, that they had adequate food, drink and fresh air and that they had all of their belongings when they came out of school. She could tell us about children's needs and preferences and she told us that she discussed the children's well-being verbally with parents when they collected or dropped them off.

The child minder adequately promotes children's play, learning and development and meets their needs.

3. Environment

Summary

The child minder provides a suitable environment for children. She provides the appropriate space, facilities, resources and equipment. However some improvement is needed in ensuring the safety of the environment.

Our findings

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

The child minder takes some action in relation to safety but there are also improvements to be made.

The child minder had written risk assessments but told us that these were 'old'. They did not match with what we saw in practice. For example, the risk assessment stated that there was a stair gate in place but there was not and the risk assessments stated that they would be reviewed annually and there was no evidence that they had been. The child minder had not written a risk assessment for the school run to the local school, which was mainly done on foot, or for travelling in the car. The child minder's home was cluttered and the child minder herself pointed out the thick dust, explaining that it was due to building work that was taking place at the premises. She had a new visitors' book which we signed but there were not any records of previous visitors available. The child minder had put in place a gate at the front of the property to prevent direct access to the road as recommended during the previous CIW inspection.

The child minder does not fully ensure the safety of the environment.

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

The child minder provides the space and facilities that children need.

The child minder provided ample space for children to play both in the indoors, in a carpeted lounge and in the outdoors with a grassed and paved area. She provided tables in the kitchen and in the outdoors for children to sit at for their meals and snacks. She provided suitable toilet facilities which were easily accessible immediately off the lounge. However, she provided only one towel for the children to dry their hands. The child minder ensured that resources were easily accessible to children. For example, she stored books on a low level book case and other toys in a basket and a plastic tub on the floor.

The child minder ensures that the environment is suitable.

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

The child minder provides resources and equipment that are suited to the children's interests and needs.

The child minder provided a range of resources which included toy vehicles, books, a tea set, play food, games suited to varied ages, and mark-making materials. She also told us that she had bought new resources such as dolls and outdoor bat and ball games and also that she had bought resources to meet children's specific interests such as craft and sewing kits. The child minder provided a high chair for younger children to sit comfortably to eat and she also provided a reclining pushchair for outdoor strolls and for sleeping.

The child minder provides appropriate resources and equipment.

4. Leadership and Management

Summary

The child minder must make improvements in relation to information that she holds about children and we have issued a non-compliance notice in relation to this. However, parents are very happy with the service and the child minder has made some improvements to the service.

Our findings

4.1 How effective is leadership?

The child minder has updated policies in place as well as an improved statement of purpose.

Following our visit, the child minder updated a number of policies. These included the behaviour, child protection and complaints policies, as well as the emergencies, accidents and fire procedures. The child minder had improved these and they contained relevant and up to date information. She had updated the statement of purpose to include more detail and almost all of the relevant information although it did not include an admissions policy. The child minder had up to date public liability insurance and car insurance for business use. She also told us, following our visit, that she had used the Information Commissioner's Office (ICO) website and had found that she did not need to register with this office.

Leadership is adequate.

4.2 How effective is self evaluation and planning for improvement?

The child minder reviews the quality of care at her service and makes some improvements.

The child minder had not been working consistently over the year prior to our visit. However, she had produced a short and basic quality of care report. She had identified a target to improve the 'paperwork' at the service and she had addressed some of the notifications in the previous CIW report by putting a gate in place, keeping a record of fire drills and completing a quality of care review. However, she had not fully addressed one of the notifications in relation to children's records. The child minder made some improvements following our visit by updating the statement of purpose and policies for the service.

Self-evaluation and planning for improvement is developing.

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

The child minder did not have effective processes in place in all areas of record keeping.

We checked a sample of the child minder's attendance records and found that she kept appropriate records and did not care for more than the appropriate number of children of

different ages. The child minder had ensured that she, and all household members, had up to date Disclosure and Barring Service (DBS) checks in place. We saw one record of an accident from 2015 and the child minder told us that there had not been any other accidents to children in her care since. We looked at the records of the administration of medication and found that these mostly contained all of the relevant information. However, on one date, the record was not fully completed as there was no record of the last dose, the date of consent or the parent's signature. We asked to see a sample of the children's records and the child minder told us that there was no written information for two of the children. In the other records that we checked, there was not a record of all of the necessary information in line with regulations.

The management of resources and record keeping needs improvement.

4.4 How effective are partnerships?

The child minder has forged a close partnership with parents to support children.

The child minder told us that she had good partnerships with parents and this was confirmed by a completed CIW questionnaire and a discussion with a parent who had previously used the child minder's service. The child minder and children told us about events that the child minder had attended to support the children such as the school bingo and a carnival attendant choosing event. A parent, who had completed a CIW questionnaire, strongly agreed that the service communicated well with parents.

Partnerships with parents are effective.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

The child minder was notified of non-compliance in regard to the following regulations in the previous CIW report:

- Hazards and safety, as there was an unnecessary risk to the children's health and safety as there was no gate/barrier on the entrance leading onto the road. The child minder had put a gate in place by this visit.
- safeguarding and promotion of welfare, as she had not obtained written parental permission for administering medication and emergency treatment. This had not been fully addressed and the child minder has been issued with a non-compliance notice in relation to this.
- safeguarding and promotion of welfare, as a household member did not have a DBS certificate countersigned by CSSIW. This had been addressed and all household members had an up to date DBS check in place.
- fire precautions, as there was no record of fire drills. This had been addressed and the child minder kept a record of fire drills although the dates of these were not fully clear and we have made a recommendation in relation to this.
- review of quality of care, as no quality of care review and report had been completed. The child minder had completed a basic quality of care report and provided this to CIW in July 2017.

5.2 Recommendations for improvement

- Further update the statement of purpose;
- agree a contract with parents for the care of every child;
- improve hygiene practices in relation to nappy changing;
- update risk assessments and write a risk assessment for travelling in the car and the school run;
- ensure that all medication records are fully completed;
- contact the Food Standards Agency to inform them that she is reheating and storing food;
- keep a record of children's development and activity planning;
- ensure that an up to date safety check is completed on the heating system;

- keep a clear and accurate record of the dates of fire drills; and
- provide separate hand towels for children to dry their hands.

6. How we undertook this inspection

This was a full, unannounced inspection undertaken as part of our normal schedule of inspections.

One inspector visited the service on 20 July 2018 for approximately four hours. We:

- inspected a sample of documentation and policies;
- observed the care being provided by the child minder;
- spoke with the children and the child minder;
- read a CIW questionnaire from a parent;
- provided feedback to the child minder, by telephone, on 24 July 2018; and
- discussed improvements with the child minder when she provided further information at the CIW Carmarthen office on 7 August 2018.

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	Arabella Morgan
Registered maximum number of places	10
Age range of children	Birth to 12 years
Opening hours	Monday to Friday, 8am to 6pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	4 November 2014
Dates of this inspection visit(s)	20 July 2018
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 <i>More 'Than Just Words follow on strategic guidance for Welsh language in social care'</i> . However, the service is situated in predominately English-speaking area and the child minder did encourage and support children

	to use basic Welsh vocabulary.
Additional Information:	



Care Inspectorate Wales
Children and Families (Wales) Measure 2010
Child Minding and Day Care (Wales) Regulations 2010
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

Arabella Morgan

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Care and Development	Our Ref: NONCO-00006608-TGPL
Non-compliance identified at this inspection	
Timescale for completion	21/09/18
Description of non-compliance/Action to be taken	
Description of non-compliance/Action to be taken	Regulation number
The child minder did not know safe procedures to follow if she had a concern about a child and she did not have up to date child protection training. She had also not sought consent from parents to seek emergency medical treatment for the children in her care. Action: Complete a child protection training course; and confirm in writing that written consent from parents is in place to seek emergency medical treatment for all children.	20 (1) (a)
Evidence	
<ul style="list-style-type: none"> - The child minder is not compliant with regulation 20, 1, a. - This is because she did not know safe procedures to follow if she had a concern about a child and she had not completed up to date child protection training. She had also not sought consent from parents to seek emergency medical treatment. - The evidence: when we discussed a hypothetical child protection scenario with the child minder, she gave us a response which, if followed, would not safeguard children. We asked the child minder what she would do if she noticed significant bruising on a child's body that she suspected may have been caused by a parent and she told us, that she would speak to a parent first, then phone CIW rather than contacting social services immediately and being guided by their advice. When we asked when she had completed child protection course, the child minder initially said that she did not think that she had ever done one. She later said that she thought she may have done it as part of her NVQ training and showed us documentation of a powerpoint in relation to child protection from 2011. We asked to see the records of the four children who were cared for by the child minder. She told us that she did not have anything written for two of the children in question. We looked at the records that were available for the other two children and found that there was no consent from parents to seek emergency medical treatment. This was notified as an area of non-compliance at the previous CIW inspection. - The impact on children using the service is that there is a potential risk to their safety and welfare because appropriate and safe child protection procedures may not be followed. There is also a risk that there may be a delay in seeking emergency medical treatment for children. 	

Leadership and Management	Our Ref: NONCO-00006609-VGMV
Non-compliance identified at this inspection	
Timescale for completion	21/09/18
Description of non-compliance/Action to be taken	Regulation number
The child minder did not maintain all of the relevant records in relation to all children. Action: confirm in writing that all of the information in relation to each of the individual children in her care, as set out in Schedule 3 of the regulations, is in place.	30 (1) (a)
Evidence	
<ul style="list-style-type: none"> - The registered person is not compliant with regulation 30,1, a. - This is because the child minder did not maintain all of the relevant records in relation to all children. - The evidence: we asked to see the records of the four children who were cared for by the child minder. She told us that she had no written records for two of the children. We looked at the records that were available for the other two children and found that there was no record of the names and addresses of the children's doctors. - The impact on children using the service is that there is a risk that they may not be fully safeguarded in the case of an emergency. There is also a risk that all of their needs may not be met. 	