



Childcare Inspection Report on

Rhian Williams

Llanelli



Date Inspection Completed

19/06/2019

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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

Rhian Williams provides a child minding service for a maximum of ten children at any one time. She cares for children from birth to 12 years. Her opening hours are 8am to 6pm, Monday to Friday. The service is provided through the medium of English.

Summary

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

1. Overall assessment

Children are happy and relaxed in the care of this child minder. She provides nurturing care and supports children's individual development effectively. The child minder provides a safe and comfortable environment and the leadership and management of the service is appropriate.

2. Improvements

The child minder had purchased new resources which included an indoor play tent and new craft resources.

3. Requirements and recommendations

We have made some recommendations and these are included at the back of this report.

1. Well-being

Good

Summary

Children are happy in this child minder's care. They interact well with each other and can be confident that they have a voice. They enjoy their play and have varied opportunities to develop their individual skills.

Our findings

Children are content and comfortable in the child minder's care. We saw children of different ages chatting in a relaxed manner with the child minder. They confidently asked her when they wanted something and an older child shared news from their school day. An older child told us that they liked the child minder and would be confident to tell her if they were not happy about something. Parents told us that their children enjoyed attending the service.

Children can be confident that they have a voice because older children were asked what they wanted to do and younger children made choices of what they wanted to play with from the resources available. They had opportunities to take part in a range of learning experiences and visits in the local community which contributed to their individual development and sense of belonging. For example, children had developed their physical skills through taking part in a charity puddle splash, playing on a local beach and in the park. A child beamed happily when he saw a photograph of himself at the beach, saying proudly, "That's me!" Parents strongly agreed that their children were progressing well. However, children had limited opportunities to develop their independence. This is because the child minder had put a lot of preparation into activities, such as preparing a selection of toppings for pizza and gathering resources to write a letter. She explained that this was to ensure that all children could have time to complete activities.

Children interacted with each other and with adults very well. For example, two young children played together with a play-kitchen and play-food. They co-operated and took turns well, saying "It's your turn." When a child gave 'lunch' to the child minder and was thanked, the child said "You're welcome." Children behaved very well throughout our visits.

2. Care and Development

Good

Summary

The child minder provides kind and nurturing care. She has very positive bonds with the children and she manages behaviour well. The child minder has up to date training and follows appropriate processes to keep children safe and healthy.

Our findings

The child minder keeps children safe by supervising them very well. During our visit, she took the children with her if she went to another room. She explained that she is very careful with regards to children's safety and that there had not been any accidents since the last CIW inspection. She did not have any completed medication records as she told us that she had not given any medication to children. The child minder followed good hygiene procedures in relation to nappy changing and she protected the children's privacy and dignity when doing so. The child minder provided a range of healthy foods such as snacks of fruit and vegetables and some home cooked meals such as roast dinners. However, we also saw that she gave children a number of biscuits during our first visit and she told us that children sometimes have fast food when they are out in the community. By the time of our second visit, the child minder had looked at the Welsh Government's nutritional guidance and was intending to make improvements to menus and the balance of children's diets. The child minder took the children outside to play on a regular basis.

The child minder had up to date training in paediatric first aid, safeguarding and food hygiene. She was confident about the correct procedures to follow should she have a child protection concern. She also conducted regular fire drills with the children and kept a record of these.

The child minder promotes good behaviour by being a good role model and using positive behaviour strategies. The child minder spoke positively and kindly to children at all times during our visits. It was evident that she enjoyed her role as a child minder and she showed enthusiasm and affection when talking about the children and her role in their development. Although we did not see the child minder managing unwanted behaviour, because children behaved very well, she had an appropriate and positive behaviour policy in place and she gave us positive examples of how she had managed children's behaviour on other occasions.

The child minder had basic planning in place which showed the topics she would cover and she also kept basic development records on the children. However she showed that she had a good understanding of children's stages of development in discussion and she also provided a range of stimulating activities to children. For example, she showed us evidence of, activities such as planting, messy play, craft activities and cooking activities. She gave the children lots of individual attention and met their needs promptly.

3. Environment

Good

Summary

The child minder provides a warm, comfortable and safe environment which provides all of the facilities that children need. She provides a range of resources which are well-suited to children's differing stages of development.

Our findings

The child minder ensures that the environment is safe as she had a number of measures and processes in place in relation to safety. She kept the door to the service locked and also used a CCTV system so that she could see who was knocking at the door. She kept a record of visitors to the service. The child minder completed risk assessments for the service and we saw that identified safety measures were in place such as safety gates and buffers to stop doors slamming. By the time of our second visit, the child minder had put in place individual towels for hand drying to reduce the risk of cross-infection and these were a range of colours so that children could choose and identify their own. The child minder had arranged an up to date safety check on the central heating system.

The child minder provides a comfortable environment. All areas which we saw were clean, tidy and well-maintained. The environment was a comfortable temperature. The child minder provided appropriate space for the children to play in the comfortable lounge and a suitable table and chairs for meal times and table-top activities. There were comfortable sofas on which children could relax and the child minder explained that she has also used these for children to sleep on if it was the parents' and children's preference. However she also had access to a travel cot if preferred or children could sleep in their buggies. None of the children who attended at the time of the visit slept during the day. She also provided a small outdoor play area which was resourced for children's play with a slide, sand and water play trays and a trampoline where the child minder told us she always supervises children's play carefully.

The child minder provides a variety of resources for children's play which suit different interests and stages of development, such as craft resources, books, construction toys and role-play resources. She regularly updated resources. She had recently bought a pop-tent which children referred to as their 'den' and had made some resources to promote the development of fine motor skills. However, she did not have toys that reflected cultural diversity.

4. Leadership and Management

Adequate

Summary

The child minder manages her service appropriately and gives parents suitable information about her service through the statement of purpose, her policies and regular verbal communication. She has systems in place to ensure that all necessary checks, insurances and training are updated as appropriate and there is a basic system in place for reviewing the quality of the care provided and making improvements.

Our findings

The child minder updated the statement of purpose during the course of the inspection and this, along with other information given to parents, meets regulations and national minimum standards. The child minder has a range of policies in place, some of which she updated during the course of the inspection and these are suitable.

The child minder manages her service appropriately as she had a system in place to ensure that necessary checks and training were updated in a timely manner. There were up to date Disclosure and Barring Service (DBS) checks in place for household members over the age of 16 and training such as food hygiene training was updated before it expired. The child minder had also ensured that she had up to date public liability insurance and insurance for business use for her car. The child minder's records of children's attendance showed that she managed the number of children she cared for at any one time to ensure that she met the conditions of her registration and national minimum standards.

The child minder had completed a quality of care report. This was basic and did not identify any specific targets for improvement. She sought children's and parents views for the review of the quality of care. Although the questionnaires were in storage at the time of our visit, we spoke to parents, and received CIW questionnaires, which were wholly positive. Parents were very happy with the service provided. The child minder acted on the recommendations given during our visits promptly, where appropriate. For example, she had put individual towels in place, updated policies, contacted the local authority to register her service as a food business and also contacted the Information Commissioner's Office (ICO) and subsequently registered with that office.

The child minder builds positive partnerships with parents through daily verbal communication with parents. She also shows parents the activities the children have been completing through photographs on social media and sending craft activities home. Parents confirmed that the child minder communicates well with them. The child minder had established a link with another child minder with whom she communicated and met up with regularly for outings with their minded children.

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 child minder should:

- Provide more opportunities for children to practise their independence;
- familiarise herself with Prevent duty in relation to anti-radicalisation;
- provide toys to children that reflect cultural diversity; and
- further develop the system for reviewing the quality of care and identifying targets for improvement.

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 22 May 2019 and 19 June 2019 for a total of approximately four hours. We:

- inspected a sample of documentation and policies;
- observed the care being provided by the child minder;
- spoke with the children, a parent and the child minder;
- read two questionnaires from parents and
- gave feedback to the child minder by telephone on 20 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	Rhian Williams
Registered maximum number of places	10
Age range of children	Birth to 12 years
Opening hours	8am to 6pm, Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	12 January 2016
Dates of this inspection visit(s)	22 May 2019 and 19 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 <i>'More Than Just Words follow on strategic guidance for Welsh language in social care'</i> .
Additional Information:	

Date Published 09/08/2019