



Childcare Inspection Report on

Clare Barrett

Pontprennau

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



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16/07/2019

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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

The child minder is registered with Care Inspectorate Wales (CIW) to care for up to 10 children under the age of 12 years. She runs her business from her home in Pontprennau, Cardiff which she shares with her family. The service is open each weekday from 7.45am to 5.30pm (with school holiday care available upon request). The service is delivered through the medium of either Welsh and/or English. The Welsh language 'Active Offer' is provided. The family have two pet rabbits which are housed in the garden.

Summary

1. Overall assessment

Children are relaxed, comfortable and feel at home in the child minder's care. They are very happy and their needs are at the centre of the service. Children's individual routines and needs are recognised by the child minder and close relationships are evident. The environment is clean, safe and there are good resources for children of different ages. The garden is particularly inviting to children. There are some effective management systems in place which meet the requirements of the regulations and the child minder is motivated to make any necessary improvements. Partnerships with parents are very strong.

2. Improvements

Recommendations made at the last inspection have been met. The child minder has upgraded her garden significantly since the last inspection and has continued to develop her service overall.

3. Requirements and recommendations

There were no noncompliance issues identified during this inspection. We made some good practice recommendations which are referred to within the report and summarised in section five.

1. Well-being

Good

Summary

Children are content, happy 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 confident to express their views and opinions. Activities are provided which suit the age and stage of development of the children.

Our findings

Children express their views and ideas confidently and make good choices over a range of issues, including when and what to have for their snacks and meals, where they would like to play and what they would like to do. For example, children chose their own sandwich fillings and whether they wanted to play inside or in the garden. We heard children expressing themselves freely and the child minder understood their preferences and needs. They readily contribute their views to the quality of the care provided.

Children receive consistent, nurturing care from the child minder and they are familiar with the routines of the home. We saw children going to the child minder for comfort and reassurance; she was responsive and spoke respectfully to the children. It was evident that children had formed friendships within the service. For example, at nursery pick up time, the children were delighted to see each other again. We saw that children are valued as individuals with their own characters and personalities and their feelings are respected. We heard conversations flow naturally between the children and the child minder, and they happily asked her questions or sat with her to play.

Children cooperate well with the child minder. For example, they were happy to wash their hands at appropriate times, and knew the routine well such as taking off their shoes when they arrive and going to sit by the table when food is ready. Younger children are beginning to learn to share and take turns and respond to the child minder's gentle support. We heard children saying please and thank you regularly and they were praised for positive behaviour, or being kind to their peers. Children were calm and relaxed in the home environment.

Children enjoy and are engaged in their play and can also relax during quieter times. They have access to plenty of activities and resources which are appropriate for their age and stage of development. We observed mostly self-directed play with a selection of toys and resources. Children were content when playing alone but equally, we saw them happily playing and interacting with each other and the child minder. The child minder told us that

the children enjoy visiting several local amenities such as playgroups, parks, the beach or the museum, which helps them to learn to socialise and play with children of a similar age.

Children are developing confidence and independence with a competent child minder who encourages them to do things for themselves; she gives them time to carry out their chosen activities and discover how things work. Children were encouraged to put on and take off their own shoes and to tidy their toys away when they had finished. Children showed an interest and curiosity in their world around them and the play activities they were involved with. For example, we heard them talking about 'buzzy bees' in the garden and were proud of the flowers they had helped plant in the garden. This supports them to foster their ideas independently as well as developing their creativity.

2. Care and Development

Adequate

Summary

The child minder clearly enjoys her work and has many years of experience of working with children. She has some suitable systems and procedures in place in order to offer a beneficial service to children in her care. Some areas would benefit from further development.

Our findings

The child minder understands her responsibilities in respect of keeping children safe. She demonstrated a good knowledge of the signs of abuse and neglect and where to seek advice if she has concerns. She undertook child protection training in May 2017. There is a child protection policy in place, but it did not contain reference to the Prevent Duty. This is a government strategy to help identify children who may be drawn into extremism and radicalisation. We noted that accidents and incidents are recorded, and although pre-existing injuries are discussed with parents and noted in the child minder's daily diary, documentation was not sufficiently robust. The child minder implements good practice in relation to healthy eating and lifestyles to improve outcomes for children. For example, she ensures the children are physically active daily and provides healthy food options. The child minder has completed an on-line first aid training course and gave us examples of when she has had to put her training into practice with a positive outcome. She confirmed that she is confident to administer first aid as and when necessary; however, we discussed the benefits of completing practical training in the future. First aid kits are kept replenished in the home, car and in the child minder's bag wherever they go. A medication policy is in place and we noted that medication is only given with prior permission from parents. However, documentation around medication was not as strong as practice in this area.

The child minder is adept at managing behaviour and is a positive role model. There is a comprehensive behaviour management policy in place and we saw that the child minder uses positive behaviour management strategies to promote children's welfare. She told us that she takes into account the age and developmental stage of children and understands that these factors can affect interactions. We noted that the child minder spoke gently to children, giving lots of praise for achievements and efforts. There was an informal and relaxed atmosphere in the home where children feel safe and develop self-esteem and confidence.

The child minder provides care which is child centred and meets children's individual needs. She was responsive to the children's requests and encouraged children to make

their own choices. For example, “Would you like the water out now or would you like something else?” The child minder told us that she sends parents updates and photographs via text messages and gives them a daily verbal update. She also offers to complete a daily diary for pre-school children if parents would like one, but we were told that parents of children currently using the service have not opted for one. We saw that the child minder often plans activities for the children in line with events on the calendar, such as St David’s Day and Mother’s Day. There was a large emphasis on free play and doing things she knows different children like. Although the child minder plans ahead and understands children’s individual needs and goals, activity planning and development tracking is not sufficiently evidenced. We discussed possible methods she could adopt to move her planning and development tracking forward.

3. Environment

Good

Summary

The child minder's home is safe, welcoming and well maintained. Children have access to a lounge, kitchen/dining room, an upstairs bathroom and bedroom for sleeping if needed. Children benefit from a child-centred, enclosed rear garden. Resources are plentiful, well looked after and the child minder ensures that children are supervised appropriately at all times.

Our findings

The child minder is committed to providing a safe environment for children. We found that her home was well maintained and all the resources were in good working order. A record of children's attendance is kept and visitors to the home are recorded. Appropriate insurance and checks for the home and the car had been obtained, including an annual gas check, public liability insurance and relevant vehicle documentation. Fire evacuation drills are completed at the start of every term and are recorded. However, recording of drills does not include full information about evacuations to identify any hazards or difficulties encountered. The child minder has a general risk assessment in place, which was in need of reviewing. We were told that a visual daily risk assessment of the areas used for minding is also undertaken.

The child minder's home is comfortable, clean and well-maintained. There are good facilities and enough space for children to play and relax in comfort. The garden is used consistently and is particularly inviting for children. We saw them choose to go straight into the garden to play when they arrived home from school. They clearly valued the opportunity to explore and be curious about the natural world freely, going inside and outside as they wished. We saw children playing comfortably on the floor in the lounge, sitting at the dining room table or by using child sized tables and chairs as appropriate. We saw that younger children are provided with individual flannels to wash and dry their hands to reduce the risk of cross contamination. Although this practice had lapsed with older children at the time of the inspection, this has since been re-instated. The environment provides suitable opportunities for children to develop their skills whilst maintaining the feel of a homely environment.

Resources provided by the child minder are suitable for the needs of children and we saw activities and games were age appropriate and offered good variety and choice. These support their learning and interests, such as games, puzzles, books, ride-on toys, construction toys, dolls and sensory resources. The child minder told us that she regularly

cleans the toys and discards anything that is broken. She rotates the resources and ensures children's requests are considered when replenishing her stock.

4. Leadership and Management

Good

Summary

The child minder manages her service efficiently with due regard to the National Minimum Standards (NMS) and the Child Minding and Day Care (Wales) Regulations. She is well motivated and is open to new developments. She demonstrates confidence and skill to promote positive outcomes to children and their families.

Our findings

The child minder organises her service effectively. There is a statement of purpose which accurately reflects the service offered. A variety of relevant policies and procedures for the service are in place. We saw that parents are provided with information prior to their children starting, to enable them to make an informed choice about using the service. The child minder has a good understanding of current best practice relevant to the children in her care. We looked at a sample of records including children's contracts, which contained good quality information. Discussions with the child minder showed that she uses CIW website and her umbrella support group if she has any queries and to keep up to date with changes. The child minder was aware of new data protection legislation and had registered with the Information Commissioners Office in relation to storing personal data. Both the child minder and her daughter have current Disclosure and Barring Service (DBS) checks.

The child minder has a suitable system in place to review the quality of her care and identify improvements. She annually reviews and develops her service, including seeking the views of parents and children, and produces a concise report. The child minder told us that she consistently asks children what they want to do and does things that she knows the children like. A child we spoke to told us that they love "watching the bunnies eat apples!" A suitable complaints procedure is in place, but no complaints have been received about the quality of the service provided. A parent who provided feedback stated "I could not be happier with the level and standard of care she offers, I never worry about how they are when they are with her as I know they will be well looked after".

The service is managed successfully. The child minder maintains orderly records of her qualifications, training and DBS checks. Documentation and records gathered at the time children are registered help her to organise her service well. The child minder does not employ an assistant. The child minder prepares well for her days when she is caring for children and this means she can give them her full attention.

Partnerships with parents are mutually respectful and effective. Parents are provided with relevant information needed to make informed choices about the care of their children. The child minder tailors settling in arrangements to children and parents' needs and speaks with them daily to ensure their needs continue to be met. She also offers to visit the family at home before they start with her and if children do not attend during the holidays, she arranges to meet up during holidays to ensure a smooth transition upon return. The child minder informs parents about their child's day both verbally during collection and by sending messages and photographs during the day. She has an emergency back-up plan in place with another child minder in case of an emergency or unforeseen situation. The child minder also has a good network of support with other local child minders; they meet regularly for children to play and they share good practice between them.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None.

5.2 Recommendations for improvement

We discussed the following recommendations with the child minder:

- Include information on the Prevent duty in a policy;
- consider completing a practical first aid course;
- strengthen documentation in relation to medication;
- ensure system for recording pre-existing injuries is robust;
- develop system to record children's development, next steps and activity planning;
- include full information in fire drills records and
- update general risk assessment.

6. How we undertook this inspection

This was a full inspection which was undertaken as part of our normal schedule of inspections. One inspector completed one visit to the service for almost five hours; the inspection was unannounced, although the child minder's availability for the month had been established in advance. We:

- carried out observations indoors to capture evidence of children's engagement and the care provided;
- reviewed information held by CIW;
- undertook a visual check of the areas used for minding;
- spoke to the three children present and three parents provided us with written feedback;
- looked at a range of documentation including children's records, statement of purpose, some policies and procedures, accidents and incidents records and attendance registers and
- feedback was subsequently given to the child minder by telephone.

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	Clare Barrett
Registered maximum number of places	10
Age range of children	Under 12
Opening hours	7.45-5.30 Mon-Fri with ad hoc care during holidays according to parental preference
Operating Language of the service	Both
Date of previous Care Inspectorate Wales inspection	4 November 2015
Dates of this inspection visit	16 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 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.	

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