



# Childcare Inspection Report on

**Claire McCallum Davies**

**Swansea**



**Date Inspection Completed**

19/07/2019

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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

Claire McCallum Davies was registered at the current address with Care Inspectorate Wales (CIW) in June 2013. She provides care for children up to 6 children from birth to 12 years on Monday to Friday between the hours of 7:30am to 6:00pm. The child minder provides care from her home in the West Cross area of Swansea. The language of the service is English. She does not offer the 'Active Offer' in terms of the Welsh language.

## 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>	Good

### 1. Overall assessment

Children who attend this service are very settled and happy. This is because they develop a strong attachment to the child minder who creates a warm, relaxed atmosphere for the children. The child minder provides a choice of activities for the children and they enjoy their time at her service. The child minder's home is clean, safe and secure and is well resourced with age appropriate toys and equipment. On the whole, the service is organised and the child minder develops good partnerships with parents.

### 2. Improvements

Following the previous inspection the child minder has made changes to the premises which has provided more space for children to move around freely.

### 3. Requirements and recommendations

We made recommendations to the child minder in relation to care and development and leadership and management. These are detailed at the back of the report.

# 1. Well-being

Good

## Summary

Children are very settled at the child minder's home. Children communicate confidently with the child minder expressing their needs, likes and dislikes. Children are enthusiastic about their play and learning opportunities developing good imaginative and role play skills. Children's independence skills are developing well.

## Our findings

Children expressed themselves well and consistently interacted with the child minder as they discussed where they wanted to place the blocks on the castle that they were building together. Children had good opportunities to make choices and decisions about what affects them. For example the children chose to apply their own sun cream. Children chose to finish playing with the building toys before they had lunch therefore their opinions and interests were valued and acted upon. Children are confident communicators as they expressed that they wanted the child minder to help them create a house out of construction blocks.

Children were settled and happy at the child minders home as they shared stories and laughed together whilst playing with the toys. Children were active and expressed enthusiasm and enjoyment in role play activities. For example children enthusiastically brought the child minder tea, cake and different foods whilst playing in the kitchen role play corner. Children had a sense of belonging, forming relationships with the child minder as they wanted her to sit near them at lunch time and also wanted the child minder to accompany them to school after the child minding day was over. Children were familiar with routines of the day as they tidied up and washed hands before sitting down to have lunch. Children's likes and dislikes were acknowledged as they chose to play small world toys, books and role play resources during free play. Children chose the order in which they ate their lunch, which was respected by the child minder.

Interactions between children and adults were consistently good and children cooperated well. They engaged in their activities making noises as they played with the model aeroplanes and discussed which coloured blocks they wanted to place on top of each other. Children were polite and used good manners when prompted, saying 'thank you' for their banana at snack time. Children showed respect for the property and child minder by tidying the toys and eating at the table at lunch time.

Children were interested in their imaginative play and learning. They played with the superhero characters and made noises and shrieked with excitement. During our visit, children did not choose to relax and have quiet times, but these were available for the children in the play room and in an upstairs bedroom if needed. Children had a good sense of achievement and high self-esteem as they completed building the castle and placed the flag at the top they celebrated with smiles and applauded themselves.

Children had opportunities to develop their independence skills enabling them to do things for themselves successfully, for example they used their fingers to eat their finger foods. Children naturally used the bathroom facilities as and when they needed and confidently told the child minder what they wanted and needed at all times.

## **2. Care and Development**

**Good**

## Summary

The child minder efficiently keeps children safe and manages risks very well. Cleaning routines are followed and steps are taken to develop on hygiene practices. The child minder has a positive and nurturing approach and good interactions with the children in her care and provides for each individuals' needs and interests very well.

## Our findings

The child minder has understood and has implemented policies and procedures to promote healthy lifestyles, for example she encouraged the children to wash their hands after being to the toilet and provided liquid soap. However the children shared one towel to dry their hands. The child minder identified and actively managed risks as she provided detailed risk assessments on all areas of the household as well as outings and transport of children to nearby schools. The child minder prioritised safeguarding as she showed that she had a good understanding of her responsibilities to protect children. She answered questions in relation to the steps she would take in order to report concerns that could arise at the service. The child minder has implemented daily cleaning routines and keeps all areas clean, however we didn't see the children washing hands before food and tables were not sanitised before meal times. The child minder had an awareness of the implementation of Welsh Government's best practice guidance for Food and Nutrition for child care settings, although the parents provided the snacks and meals for the children in her care. Medicine administered to children was signed and dated by both child minder and parents and times recorded. Additionally during the course of inspection the child minder updated and changed the medicine records to also provide previous dosages of medicine before administering them to children. The child minder is a qualified first aider and safeguarding training is in date.

During lunch time, the child minder used positive strategies to encourage children to sit at the table and eat their foods by negotiating if they ate their wraps they would have something nice to follow. The child minder had a good understanding and knowledge of child development and promoted their language skills. She encouraged them to repeat words and phrases practicing oral vocabulary as they played together and praised them for correctly pronouncing the words saying "*Good Boy!!*" The child minder acted as a good role model at all times, demonstrating good friendships and offering safety advice during small world play, telling characters to be careful and safe whilst playing. The child minder's interactions were positive and consistent. She demonstrated warmth and kindness with respect towards the children as they chose to play rather than eat their food at lunch time. The child minder laughed as they all teased each other saying '*Silly sausage- Silly Claire*' when she placed the blocks in the correct place on the castle that made children smile and laugh.

The child minder is committed as she provided a broad range of play and learning experiences for the children. For example she provided small world and role play activities which the children were enthusiastic to complete and carry on at their next visits to her home. The child minder effectively supported the individuals' needs by negotiating with the children about their activities orally on a weekly basis. No evidence of assessment and planning was available but the child minder was able to discuss individuals' progress in detail as she planned craft and child-led activities with the children in her care.



### **3. Environment**

**Good**

#### **Summary**

The child minder provides a safe and secure environment for the children with detailed risk assessments in place. The property is well maintained and very clean. There is a good range of age appropriate resources for children's play and learning.

#### **Our findings**

The child minder ensured that the environment was safe, secure and well-maintained indoors and outdoors. For example, on our arrival, the front door of the property was locked, and a fenced area surrounded the outdoor play area at the rear of the property provided a safe environment for children. Effective measures and policies are in place in relation to the safety and welfare of children with detailed and updated risk assessments. The child minder organises regular daily cleaning routines that reflect good hygiene practices. Regular fire drills have taken place and emergency procedures are in place in case of any emergencies. The child minder told us the heating maintenance checks had recently been updated but the certificate was not provided to us during the course of inspection.

The property is welcoming and accessible to all needs and abilities. It is well-maintained and hygienically clean throughout. The child minder ensures the environment has good indoor play space for children's needs and enables them to move around within a spacious playroom at the rear of the household. The child minder ensures the outdoor space is used as often as possible, although it was not used during the inspection. The outdoor area offers a good range of resources which stimulates their curiosity and interest, which includes a trampoline, covered paddling pool, swings and a slide on a grassed enclosed area.

The child minder organised the environment so that it provided a good range of play opportunities suitable for nearly all the age ranges. For example a role play kitchen, books, construction kits and small world play resources were available which was accessible for the children to choose at all times. The child minder provides good quality toys to stimulate the children's interest and imagination, such as the small world and role play as well as mark making and Welsh and English reading resources. Multicultural resources to promote children's curiosity about the wider society, promoting equality, and learning about cultural awareness were not seen during this inspection.

## 4. Leadership and Management

Good

### Summary

The child minder meets regulations and nearly all standards. She provides detailed policies and procedures which is a reflection of a good service for children and their families. The child minder reflects on her service although the quality of care is ongoing. Partnerships with parents and outside agencies are effective and ongoing ensuring the needs of parents and children are fully met.

### Our findings

The child minder maintains an up to date statement of purpose which reflects the service and meets regulations and some national minimum standards. She ensures that nearly all relevant regulations and standards are met and understands regulatory responsibilities. Policies and procedures are regularly reviewed and are implemented in practice providing good quality care. All required records are accurately kept and she provided us with a daily diary with a record of children minded on every day and the times they were present. A visitors' record was available for visitors entering the service during child minding hours. The child minder was not aware of the Information Commissioners Office. The Public liability insurance was current and in date.

The child minder is making progress to implement self-evaluation techniques by collecting views and opinions of children and parents using the service through questionnaires. However, the quality of care report for the service is ongoing and the child minder has told us that she will complete the report in the near future. She has made changes to the property in order to provide better play space for the children. She has completed the Prevent Duty training in order to keep up to date with radicalisation awareness and has a robust safeguarding policy. The child minder has effective processes in place to enable children and parents to raise concerns and complaints if needed. The child minder ensures that ratios are met and children's needs are fully met at this service.

Partnerships with parents are effectively good as the child minder has constant contact with parents using a social media app, sharing details of the children's needs, abilities and activities during the child minding day. She also speaks to parents daily on a one to one basis, to discuss the children's needs. The child minder has a settling in procedure and has gathered information about the children before they start at her service. Parents are happy with the care provided for their children, saying that the child minder "*has done more than look after the children, she has cared for them which means a lot.*"

## **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:

- provides separate towels for children to dry their hands after washing;
- ensures tables are sanitised before meal times;
- provides us with updated heating maintenance records;
- ensures cleaning products and chemicals are stored away from children's reach;
- provides multicultural play resources for children;
- ensures the quality of care review is updated regularly;

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

The inspection took place over four hours and 30 minutes over two visits on Friday 12 July and Friday 19 July 2019. This was an inspection as part of the planned schedule. • one inspector carried out the inspection;

- we made general observations of the interactions between the child minder and the children attending the service and we spoke to the children;
- we left questionnaires for parents to fill out and send to us;
- we viewed records and documents including: the attendance register, children's contracts and development records, policies and procedures, accident and incident records, medication records, the service's statement of purpose, maintenance certificates; and
- we performed a visual inspection of the rooms/outdoor areas that the children have access to.

Further information about what we do can be found on our website:  
[www.careinspectorate.wales](http://www.careinspectorate.wales)

## 6. About the service

Type of care provided	Child Minder
Registered Person	Claire McCallum Davies
Registered maximum number of places	6
Age range of children	Birth to 12 years
Opening hours	7:30 – 18:00 Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	20 January 2016
Dates of this inspection visit(s)	12 July 2019 19 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. 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:	

**Date Published** 18/09/2019

No noncompliance records found in Open status.