



Childcare Inspection Report on

Melanie Sanchez

Cardiff



Date Inspection Completed

03/05/2019

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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

Melanie Sanchez is based in the Whitchurch area of Cardiff. Her service is provided from her home and she currently minds alone, although she has worked with an assistant until recently and may do so again in the future. She has been registered with CIW since July 2013 and is registered to care for a maximum of 10 children. The service operates five days a week in term time and in school holidays and is conducted through the medium of English, with the inclusion of some incidental Welsh.

Summary

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

1. Overall assessment

Children benefit from warm relationships with a motivated child minder who has a good understanding of each child and is well able to meet their needs. Children are able to make choices over their play, and they gain enjoyment from their play and learning. They benefit from a well-run and planned service, as well as a safe and stimulating play environment.

2. Improvements

The child minder has shown a commitment to her continuing professional development by undertaking training courses which support her in her role so she can provide good outcomes for children. These included training on the Foundation Phase early years curriculum, enabling environments, and supporting children's emotional well-being.

3. Requirements and recommendations

We found the service to be compliant with the regulations. We have made several practice recommendations, and these relate to fire drills, activity planning and some amendments to documentation. The recommendations can be found in full in section 5.2 of this report.

1. Well-being

Good

Summary

Children in this service are able to make their own choices about their play and are supported to do this. Their independence is promoted and they enjoy the good range of play opportunities available to them.

Our findings

Children have a voice and we observed the child minder to be very considerate of the children's views. When we arrived, the children were drawing and one child had just finished their picture. The child minder asked what they wanted to do next and they said play in the garden, and so they did. The two children played happily and freely in the garden on the slide, on a trike and with a sand tray. They played entirely freely all morning in the garden and they were very happy and occupied doing this. They often interacted with the child minder but they were also very happy to play independently of her. Later, whilst the child minder was serving lunch, the children played independently in the next room and brought out resources of their choosing which they could access themselves.

Children are secure, comfortable, happy and relaxed in the care of a child minder with whom they have developed a warm relationship. Children have clearly developed bonds of affection with the child minder. The children are happy and they smile and laugh whilst they are playing and they chat very happily with the child minder as they play. They are relaxed and move freely and confidently around the space available to them. Examples of drawings and other items they've produced (e.g. pebbles painted as Easter eggs) were displayed in the play room and this helps them feel valued in the service.

Children are learning to co-operate, take turns and share, as well as becoming sensitive to the emotions of others. The children have a good understanding of what is expected at the service. They are kind. All children are polite but some younger children receive reminders from the child minder for please and thank you's, which they are receptive to. The two young children present played very nicely together. Sometimes they played alongside each other but often they played together and developed games or imaginative play.

Children are interested and excited in the play based activities in which they engage and are developing across a range of skills, including self-help and independence. One of the children was finding "crocodiles" (the green pegs) in the peg bag in the garden. The child minder showed them that some of the pegs were rusty and gave a basic explanation as to why. They then decided to empty out all the pegs, find the rusty ones and throw them away.

The children were really engaged with the simple activity, they were pleased to be helpful and enjoyed the sorting and talking about rust and the weather. They persevered and enjoyed this until it was completed successfully. Children have opportunities to develop independence. Lots of the toys and resources are stored so they are freely accessible to the children. There is a downstairs toilet that children can access independently, which we saw to be very effective for toilet training.

2. Care and Development

Adequate

Summary

Children and parents benefit from a skilled practitioner who has a sound understanding of individual children and is well able to meet their needs. Children remain safe and healthy because the child minder has a suitable understanding of her responsibilities and procedures in place to support her within her role. The child minder respects the children in her care and the decisions they make.

Our findings

The child minder ensures that the service's policies and procedures are implemented suitably to support the health, safety and wellbeing of the children in her care. She has shown a commitment to her continuing professional development through the training she has undertaken. She has a suitable understanding of dealing with child protection concerns and responding to them appropriately, although her understanding of recording children's existing injuries is less clear. Good hygiene is promoted at the service. All children were encouraged to wash their hands before food and after using the bathroom, and the service has registered with the local Environmental Health department as a food business. The child minder provides healthy snacks and main meals for the children in her care. Records showed that the child minder only conducts fire drills when a new child starts at the service, rather than on a schedule which would ensure they are practiced regularly. Accident and medication records are kept appropriately, except for the administering of long term medications which are not currently recorded by the child minder.

The child minder sets realistic boundaries, is a good role model and uses a consistent approach to managing behaviour, taking into account children's age and understanding. We observed that the child minder was quite positive and warm in her guiding of behaviour. It was evident from our observations that the children responded well to her praise and encouragement and that they have a clear understanding of the expectations at the service. No significant issues of behaviour management occurred during the inspection. The child minder undertook an 'Introduction to Behaviour Management' course in 2017 and said she felt this had been useful and informed her practice.

The child minder provides a nurturing and caring environment in which children's development is promoted and their needs met. We observed the child minder to be a reflective practitioner who delivers the ethos of the Foundation Phase curriculum through her service. There is planting in the garden which the child minder enjoys and so she talks to the children about the plants in the garden, and the children have clearly learnt from her.

We saw the youngest child throw a ball which landed in a plant. The child minder asked where it had gone and the child said unprompted "In the bamboo" (which was correct) which prompted a conversation about pandas. The child minder told us that when considering the sorts of activities to provide to children, she takes into account what the children have been enjoying and how she can extend these activities. She also makes sure to take them out into the community and to groups, such as toddler groups. However, the child minder does not record any of this activity planning. The child minder makes records of children's development through photographs and some observations, but she does not use these records to help her identify children's next steps, so that she can plan for them.

3. Environment

Good

Summary

Children benefit from an environment which is safe, clean and welcoming. They have good access to outdoor play and benefit from a good range of resources which are appropriately maintained.

Our findings

Parents can be confident that the all areas used by children are safe and well maintained. We saw that the rooms in the home that children access were well maintained and decorated. The child minder has identified and addressed the majority of risks in the home. We examined the risk assessments for the service and found that they were quite comprehensive and kept under review, but they were general child minding risk assessments, rather than being specific to the child minder's service and her home. A risk assessment had also not been undertaken for the sleeping arrangements in place for young children in an upstairs bedroom. A safety check for the gas system within the premises had been conducted within the last 12 months and valid public liability insurance was in place.

Children's well-being is promoted within the home because the facilities and equipment provided meet the children's needs. We found that the home was well maintained and that there was a good standard of cleanliness and repair throughout. There is a dedicated playroom as the main play space, and this was decorated in a child-friendly way, with pictures and children's work displayed, as well as photographs of the children. This would be inviting to children and would promote their self-esteem. There were also bilingual displays which the children had helped to create, and a very attractive display of books which we saw children accessing often. Children can also play in the child minder's lounge and we saw the older children choose this as their play space for quieter activities when they came home from school. The home benefits from a garden which the child minder has made good use of with outdoor toys and some exploration resources.

Children have access to toys and equipment that are appropriate and suitable to their needs. We saw that the resources at the service covered a wide range of play opportunities. The way in which resources are stored means that children can access some of them independently, and this helps to facilitate their free choice, and we saw children finding what they wanted to play with from what was available. We also saw that there were many more resources stored upstairs and the child minder told us she rotates the resources to ensure children have lots of variety and choice. She also told us she is mindful to clean the resources on a regular basis.

4. Leadership and Management

Adequate

Summary

Parents and children receive a consistent, reliable service which is well run, with due regard paid to the Child Minding and Day Care (Wales) Regulations 2012 and National Minimum Standards for Regulated Child Care. The child minder is proactive in planning for her continuing professional development and also in sharing information with parents and families.

Our findings

Children and parents benefit from a well-run and planned service. The child minder has a Statement of Purpose in place which contains the information required and is kept under review to ensure it is always an accurate reflection of the service provided. We examined the service's policies and found them to be appropriate and thorough. We informed the child minder that small number of policies would benefit from some additional information and she made and submitted these amendments in the days after the inspection visit. We examined the register of children's attendance and found that it contained all of the necessary information and that it is completed in a timely manner.

The child minder has some systems in place to help her review her service, but these have not been properly formalised. The child minder completed the CIW self assessment document when it was requested of all childcare providers in 2016/2017. She told us that she has also been consulting with parents via questionnaires and making changes to the service based on what they feed back. However, she has not yet formally consulted with the children or drawn together the information she receives via her consultations to write a quality of care report which acknowledges the progress the service has made over the last year and sets and action plan for the following 12 months. We discussed this and she now understands her responsibilities in this respect.

The child minder is effective in managing her own time to ensure that the children's needs are met in a timely manner. We observed the child minder to be well organised and we saw that this allowed her to remain calm whilst delivering care. Examples of this included having children's meals prepared and at hand for when they are needed. There are contingency plans in place to deal with emergencies and a nominated child minder is in place who can be called upon in an emergency. Procedures are in place to ensure the person caring for children is suitable and qualified to do so. The child minder, members of her household who have reached 16 years of age, and her assistant each have current Disclosure and Barring Service (DBS) checks in place. However, not all necessary pre-employment checks had

been completed and recorded for the child minder's assistant. This is a serious matter and the child minder was not meeting her legal responsibilities in this respect. However since our visit, she has submitted evidence that all necessary checks are now complete.

The child minder values the relationships she builds up with families. Children have their needs and preferences identified at the outset of care and we saw that child record forms contained all necessary information. However for some children, their records did not include prior parental permission for the child minder to seek medical treatment for a child in an emergency. Parents are kept involved and informed about their child's activities. Written information is provided on a daily basis for young children, as well as the child minder talking with parents at the beginning and end of each day to inform them of how the child has been.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- A more regular system of fire drills should be implemented;
- the child minder should record the sorts of activities she plans to provide to meet children's next steps;
- parental permission for emergency medical treatment should be sought for every child;
- long term medications which are administered must be recorded each time they are administered;
- risk assessments should be reviewed to include the particular risks found within these premises, and a risk assessment should be completed for children sleeping unaccompanied upstairs; and
- a report should be written after a quality of care review is undertaken and children should be consulted with to contribute to the review.

6. How we undertook this inspection

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

- One inspector undertook an unannounced visit to the service. We visited the child minder across two visits within one day to observe children and the care they received;
- we reviewed information held by CIW;
- we undertook a visual inspection of the premises;
- we spoke to the child minder and a number of children throughout the day; and
- we looked at a wide range of records. These included the Statement of Purpose, health and safety records, children's records, activity planning and developmental records.

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	Melanie Sanchez
Registered maximum number of places	10
Age range of children	Birth to 12 years
Opening hours	7am to 6pm Monday to Friday as standard, but will consider any hours, including shifts patterns and weekends where needed, but excluding overnight care
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	4 August 2015
Date of this inspection visit	3 May 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?	<p>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>.</p> <p>The service is situated in a primarily English speaking area and the provider does not currently intend to offer or promote a Welsh language service.</p>
Additional Information: None	

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