

Childcare Inspection Report on

Paula Marshall

Bedwas



Date Inspection Completed

12/06/2019

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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

Paula Marshall is registered with Care Inspectorate Wales (CIW) to provide care for up to six children under the age of 12 years. She operates her service from the large detached family home she shares with her two children, husband and assorted pets. The home is located in a quiet position on a residential housing estate close to local schools. She offers care Monday to Thursday between the hours of 8.00am and 5.00pm, although times are negotiable. It is an English speaking service with incidental Welsh introduced through play.

Summary

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

1. Overall assessment

There were two children under the age of five years present during the inspection. We found that children are happy and well cared for by a practitioner who is supportive and responsive to their needs. They benefit from a good variety of developmentally, age appropriate play and learning opportunities and very much enjoy the time they spend at the child minder's home. The environment is maintained to a high standard with a good selection of play and learning resources available. The child minder has some effective systems in place to support her service, but some improvement is required to ensure all legal requirements are met.

2. Improvements

Some improvements have been made to the garden to make it a more interesting place for children to use.

3. Requirements and recommendations

We have advised the registered person that improvements are needed in relation to the following regulation in order to fully meet the legal requirements:

- Regulation 15 as the Statement of Purpose does not fully meet the legal requirements.

A notice has not been issued as there was no immediate or significant impact for children using the service. Since the inspection visit the registered person has taken action to address this matter.

We have made a number of recommendations in relation to the care and development, environment and leadership themes. These recommendations are discussed in the report and summarised at the end.

1. Well-being

Good

Summary

Outcomes for children are good. They are confident, familiar with routines and positive relationships are evident with the child minder, and between minded children. They benefit from a good selection of play opportunities to promote their development, and have regular opportunities to learn new skills.

Our findings

Children are happy and secure in a 'home from home' environment that meets their needs, and provides them with a good range of opportunities to play and learn in line with their age and stage of development. They have regular outdoor experiences with visits to local playgroups, parks and the library. There are opportunities to visit the allotment owned by the child minder's husband, and this gives children the chance to see plants growing in a natural environment. Our observations indicate that children enjoy the range of play activities available to them within the home. Children were engaged in a number of different activities ranging from art tasks, looking at books, outdoor play, through to independent play with small toys. Throughout the inspection, they showed real enjoyment and pleasure in these activities. One child proudly showed us some of their artwork and spent a good length of time on a craft activity, making a sheep from a paper plate template and materials such as cotton wool. They told us they thought that their mother would really like it. This activity sustained the child's interest for a good length of time. They then moved on to making an elephant and loved putting their fingers in the paint and getting messy. Another child was keen to show us books, pointing at the animals and making animals noises.

Children are confident communicators and speak freely. Throughout the visit, they approached the child minder to talk to her, asked confidently for play materials, and made the child minder aware when they wanted to play outside. Their requests were addressed promptly. One child told us that they liked visiting the child minder and playing. We saw that both children were happy and comfortable at all times. They sought out the child minder for cuddles and the younger child sat on her lap when looking at books. They were continually smiling and one child frequently broke out into song. Interactions between the two children were positive, and the younger child was happy when told they were going to collect the other child from school. There were bonds of affection between both children and the child minder, and warm conversations were evident.

There are good opportunities for all the children to develop their self-help skills. Play was self-directed and children chose their own resources and followed their play preferences. One child was confident using a glue stick and paint brush during a craft activity and confidently took off their jacket and shoes. A younger child explored the environment with ease and sought out resources without assistance from the child minder.

2. Care and Development

Good

Summary

The child minder is nurturing, warm in her approach to children and responsive to their needs. A good range of play experiences are planned to support children's all round development to make their time at her home, interesting and enjoyable. The child minder is aware of her responsibilities in relation to children's health and safety and appropriate systems are in place, although improvements are needed in relation to some documentation.

Our findings

The child minder enjoys her role and is aware of the importance of planning a broad range of play experiences for children in her care. We saw evidence of termly planning with reference to cultural events such as Chinese New Year and Remembrance Day, and activities planned were age appropriate and sufficiently varied. From photographic evidence, it was evident that child minder considers how to make activities interesting, for example, using wild flowers picked by the children as part of an art task. She identifies the needs of individual children in relation to their development and records the progress they are making. She is aware of the importance of regular access to outdoors, and walks are built in to the weekly routine. As a practitioner, we found the child minder to be nurturing and responsive. She gives children space to follow their interests, but is at hand to support and guide them as required. When a child was looking at books, she frequently asked questions to support their language and understanding.

The child minder understands her responsibility to support children's social development in a positive manner. The house rules are age appropriate and clearly explain the expectations on children in terms of their behaviour. The written behaviour policy sets out the strategies used by the child minder, with an emphasis on positive reinforcement and partnership with parents. The policy mentions 'time out' as a possible intervention, but does not clearly specify the age group it relates to or the circumstances when this intervention will be used.

The child minder has policies and procedures in relation to children's health and safety, although some policies have yet to be established. Children bring their own food, but the child minder takes a healthy approach providing children with the opportunity to taste vegetables from the allotment and provides snacks such as fresh fruit, although there is no healthy eating policy. Children's dietary preferences and allergies are recorded; there is an accident policy, but no exclusion policy explaining the circumstances when children should not attend. The child minder is aware of best practice in relation to providing individual hand towels for children and the importance of hand washing following intimate care task; although there is no nappy changing policy in line with NMS 10.6. She has an

understanding of her safeguarding responsibilities, and procedures are in place to report concerns to relevant agencies.

3. Environment

Good

Summary

The home is very well appointed and is maintained to a good standard throughout. It offers a sizable space for play activities and children benefit from a secure outdoor area for physical play. The home is secure and safe with appropriate systems in place to ensure that it is suitable for children. Resources are in plentiful supply and in good condition.

Our findings

The home is maintained to a high standard, and all ground floor rooms are light and airy. It provides a spacious environment for play and all rooms are tidy, clean and clutter free. The living room at the front of the home is used for quieter activities and there is a well - resourced playroom at the back of the house equipped with a comfortable sofa for relaxation. Resources are stored at heights suitable for children to reach, thereby giving them independence to seek out toys without the need for assistance. Other resources are stored at floor level. There are wall displays in the playroom and Welsh signage. The kitchen is spacious and provides a space for meals and table - top activities. The kitchen was seen to be very well maintained. There are ground floor toilet facilities that children can easily access. There is a secure garden laid with artificial turf for use in all weathers, and a seating area in one section of the garden.

The child minder has appropriate safety measures in place to ensure that the home is safe for children. There is a current gas safety check, as well as a wall mounted fire blanket, two smoke detectors on the ground floor and a carbon monoxide detector. There is a fire evacuation procedure and monthly fire evacuation drills take place. Daily checks of the premises are carried out, although risk assessments do not extend to all aspect of the service, such as the use of the trampoline and all areas of the premises. A safety gate is in situ to prevent children accessing the first floor of the property and entrances and exits are secure to prevent children from leaving the home unsupervised. For example, the front door was locked and the garden gate bolted.

The home is well equipped and resourced with a good selection of toys suitable for children from musical instruments, small toys and puzzles through to board games for older children. There is a good supply of reading material including Welsh books, as well as arts and craft materials. The child minder has a travel cot for sleep time and a high chair for younger children to use at meal time. All the equipment and toys we viewed were in good condition. Children have access to ride on toys, and the child minder's husband has constructed a water wall from recyclable materials, which a child enjoyed playing with during our visit.

4. Leadership and Management

Adequate

Summary

Overall, the child minder runs her service to an appropriate standard, with records maintained in an organised manner. However, we found that she was not meeting her legal requirements in relation to the Statement of Purpose. Since our visit this matter has been addressed by the child minder. There is self-evaluation of the service and we found the child minder responsive to feedback given, and keen to address issues raised during the course of the inspection.

Our findings

The child minder has recently returned to minding following a period of voluntary suspension of her service. She has appropriate systems to support the smooth running of her business, although on examination of the statement of purpose we found it did not meet regularly requirements or national minimum standards. This is because information was missing in relation to the language of the service, and terms of conditions, and in general, the document did not fully reflect the full breadth of services and facilities offered by the child minder. Other documents were seen to be well organised and maintained. The child minder has a complaints policy, but no complaints policy for children over the age of eight years who use her service. A child friendly policy setting out how children can raise a concern/complaint would further enhance the voice of children who attend the service. Most documents were sufficiently detailed, although some documents were not dated so it is unclear when they were last reviewed/updated. The child minder has current liability insurance for her business and appropriate vehicle insurance. Contracts and registration information on children was up to date, and records and documents were stored securely.

The child minder has quality assurance processes in place to review and evaluate her service. Prior to voluntarily suspending her service she completed an annual review to identify areas for development, and as part of this process parents and children were consulted. There is effective management of her service. She has completed core training such as paediatric first aid, food safety and child protection, and is scheduled to undertake additional safeguarding training in July of this year. The child minder also has a Degree in Behavioural Science. On examination of records, we saw up to date Disclosure and Barring Service (DBS) checks for both the child minder and her husband. She has arrangements for either her husband or a family member who lives locally to provide cover should an emergency arise. We did not speak to parents during our visit but the child minder confirmed that no complaints have been raised. Daily journals are kept for children under two years of age. The child minder communicates with parents throughout the day to keep them up to date on their child's routine, and we saw evidence of this during our inspection visit.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Ensure that service documents are dated to show when they were last reviewed;
- develop a healthy eating policy, an exclusion policy, a nappy changing policy in line with NMS 10.16, and a complaints policy for children over eight years who may wish to raise a concern/complaint;
- review the behaviour policy to provide more clarity on the use of 'time out' as a strategy and
- extend risk assessments to cover all aspects of the service including all activities and the use of the trampoline in line with manufacturers guidelines.

6. How we undertook this inspection

This was a full, unannounced inspection carried out as part of our normal schedule of inspections. It involved one inspector visiting the service for approximately four hours. The methodology used included:

- Speaking to the child minder and two minded children;
- observing care practice and interactions between the child minder and children;
- examining service records and documents including the policy file, contracts and safety certificates;
- a visual inspection of rooms used for minding purposes;
- examining information held by CIW including the previous inspection report and
- feeding back our finding to the provider at the end of the inspection process.

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	Paula Marshall
Registered maximum number of places	6
Age range of children	18 months to 10 years
Opening hours	8.00am to 5.00pm, but times are flexible to meet the needs of families. The child minder works Monday to Thursday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	18 November 2014
Dates of this inspection visit	12 June 2019
Is this a Flying Start service?	No
Is early year's 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 <i>'More Than Just Words follow up strategic guidance for Welsh language in social care.'</i>
Additional Information: The family have a cat, tortoise and lizard.	

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