



# Childcare Inspection Report on

**Jacqueline Williams**

**Brecon**



**Date of Publication**

**Thursday, 8 November 2018**

**Welsh Government © Crown copyright 2018.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## **Description of the service**

Jacqueline Williams was registered as a child minder in April 2002. She cares for a maximum of eight children aged under 12 years from her home in Llanfyrnach, Brecon. The service operates Monday to Friday from 7:15am to 5:30pm. The main language of the service is English.

## **Summary of our findings**

### **1. Overall assessment**

Overall, Care Inspectorate Wales (CIW) found that children are settled and happy at this service. They enjoy a good variety of play activities with the child minder in her home and the local community. Children are cared for by an experienced child minder who provides them with a suitable and comfortable environment. The management of the business is in need of improvement.

### **2. Improvements**

During the course of the inspection, the child minder has as a result of being notified that she was not compliant with regulations, taken action to:

- devise a child protection policy; a behaviour management policy; a complaints policy; an equal opportunities policy; a confidentiality policy and a lost or not collected child policy and
- provided CIW with an updated statement of purpose. However, not all the required information was included in the document.

### **3. Requirements and recommendations**

We notified the provider that she was not compliant with regulations in relation to:

- suitability of workers, because not all recruitment information was in place for the assistant;
- events to be notified, because she had not informed us of changes to household members;
- records to be maintained, because she had not recorded the assistant's attendance during child minding hours and
- hazards and safety, because she had not risk assessed the damaged high chair.

We did not issue a non-compliance notice on this occasion, as this did not have a negative impact on the children attending.

We have also made a number of recommendations, which are detailed at the end of this inspection report.

# **1. Well-being**

## **Summary**

Children are settled and have a good relationship with the child minder. They enjoy a variety of play activities with the child minder in her home and in the community.

## **Our findings**

### **1.1 To what extent do children have a voice?**

Children are encouraged to speak, make choices and to express themselves.

Overall, children had a clear voice and were listened to at the service. Children decided where to play and what to play with. We heard children choose which fruit they wanted for snack. Children freely chose their toys and had free play opportunities in the living/dining room as well as the kitchen. Children confidently asked to go to the toilet and for more snacks and drinks.

Children have a good voice.

### **1.2 To what extent do children feel safe, happy and valued?**

Children are settled and have a good relationship with the child minder.

Children were happy and settled. They were confident and relaxed in their environment and with the child minder. We saw children confidently approach the child minder to ask for support, resources and comfort. Children responded positively with smiling faces when they were praised for their efforts, such as for listening and turn taking. Older children told us they enjoyed attending.

Children have good attachments to the child minder and feel safe.

### **1.3 How well do children interact?**

Children co-operate and interact relatively well with each other and are confident in their interactions with the child minder.

Overall children interacted well with each other. We saw them take turns with the skittles game and share the books. Children's behaviour was mainly good, however, we observed some minor disputes but they responded well to the child minder's encouragement. We saw older children being considerate of the younger children. For example, helping them to set up the skittles and showing them how to play the game. We heard children say 'please' and 'thank you' of their own accord.

Children interact positively.

#### **1.4 To what extent do children enjoy their play and learning?**

Children are interested in their play activities and enjoy their free play.

Children had a good choice of resources and they really enjoyed using the Kindle, soft play items, educational items, books and games. All children were keen to take part at story time and became animated when listening to the story and answering questions. They had fun singing songs and particularly enjoyed their walk around the village.

Children enjoy their play.

#### **1.5 How well do children develop, learn and become independent?**

Overall, children do things for themselves and they have good opportunities to develop their skills.

We saw that older children visited the toilet independently. We saw the younger children take off their coats with a little help from the child minder. Children ate their meals independently and the child minder was on hand to offer assistance if necessary. We heard the children sing songs, identify colours, count and use the Kindle to play matching games. We heard children correctly identify which pattern was on a character's pyjamas in the story book. All children were keen to take part at story time and to listen to the story.

Children are developing, learning and gaining independence appropriately.

## **2. Care and Development**

### **Summary**

The child minder is very experienced. She knows the children in her care well and responds promptly and appropriately to their needs. Overall, she has appropriate behaviour management strategies and interacts with the children well. However, there are some areas for improvement and the child minder must significantly improve her practice of supervision of children during the school run service.

### **Our findings**

#### **2.1 How well do practitioners keep children safe and healthy?**

Overall, the child minder keeps children relatively safe and healthy. However, there are some significant areas for improvement.

Safeguarding was a priority. The child minder was aware of her duties and responsibilities to report concerns to the relevant agencies. She told us that she had an awareness of the Radicalisation and Prevent Duty guidance. The child minder had, on one occasion, not closely supervised children during the school run. The child minder told us that this issue had been addressed. The child minder provided children with meals and snacks, which she told us had been agreed with the parents. The children had requested waffles and fish fingers for lunch. The child minder did not always practise good hygiene, she wiped younger children's hands with wipes after meals but did not encourage children to wash their hands prior to eating. No changing mat was used when nappy changing, the child was changed directly on the chair and we saw that hand towels were shared.

The child minder does not always adequately keep children safe and healthy.

#### **2.2 How well do practitioners manage interactions?**

The child minder promotes positive behaviour and is consistent in her actions.

On the whole, the child minder managed interactions well. We saw younger children approach her with ease for comfort. We saw her intervene on occasions when older children displayed minor behavioural issues and reminded children to be nice to each other and to share. The children responded well to her requests. The child minder praised the children for their good behaviour and listening.

The child minder manages interactions well.

#### **2.3 How well do practitioners promote children's play, learning and development and meet their individual needs?**

The child minder meets children's basic needs and promotes their individual interests and development.

The child minder promoted children's play, learning and development relatively well. We heard the child minder encourage children to identify colours and patterns, to count, to do things for themselves and to take turns. She supported children to look at books, by asking them to lift the tab to identify what was under it. We heard the child minder encourage children to count how many skittle pins they had knocked down and to keep a record of the score. We saw the child minder encourage older children to visit the toilet and younger children to eat their snacks and meals independently but offered support if necessary. The child minder told us she occasionally uses Welsh words, however, we did not hear any Welsh language being used during our visit.

The child minder promotes children's development sufficiently.

### **3. Environment**

#### **Summary**

The child minder provides a mainly safe and secure environment. The children have access to indoor and outdoor areas that provides a range of play opportunities. The child minder provides a good range of toys and equipment. However, there are some areas for improvement.

#### **Our findings**

##### **3.1 How well do leaders ensure the safety of the environment?**

The child minder ensures that the environment is mainly safe, clean and secure. Risk assessment are in place, however, some improvements are required.

Overall, the premises were mainly safe. The doors were locked and the rear garden was enclosed with fencing and a gate. Risk assessments were in place, however, the child minder had not dated them and they were basic as they did not reference all identified risks, such as the fire and hearth in the living room, different levels and equipment in the garden and the damaged high chair, which were a potential risk to children's health and safety. The child minder told us her heating test was due in January 2019, however, the certificate was not available for inspection. She told us that she carried out fire drill practises, however, she had not recorded them. A fire blanket was available but it had not been wall mounted.

The child minder ensures that the environment is not always adequately safe.

##### **3.2 How well do leaders ensure the suitability of the environment?**

The child minder provides space and facilities suitable for the needs of the children in her care.

The premises were welcoming and provided a sufficient environment for play and learning. There was adequate space and facilities to meet the children's needs, for play time and quiet time. Children mainly played in the living/dining room, where they had space for floor play, rest on the sofa and ate their meals at the dining table. They also used the kitchen to complete some play activities such as the skittles. The rear garden was used for some physical play opportunities and fresh air and there was a patio and decked area. Children used the down stairs toilet, which they accessed via the utility area and on occasions had use of the first floor bathroom. Children did not have access to any bedrooms.

The child minder ensures that the premises are suitable for children's needs.



### **3.3 How well do leaders ensure the quality of resources and equipment?**

The child minder offers a sufficient range of toys and resources, which are mainly of suitable quality.

The child minder ensured that children had access to furniture, equipment and toys that were appropriate for the age, needs and development. The items viewed were mainly well maintained and clean. The high chair was split in places and had been taped as a temporary measure, however, the tape was unravelling exposing the foam. Children had use of play resources such as Lego, dolls, soft toys, vehicles, play people, books, a playhouse and some games. The child minder told us that she briefly talked about wider world festivals and celebrated some traditional festivals such as Harvest. She had very few multi-cultural resources. The child minder told us that she also took children to the community hall and the church occasionally where various festivals were celebrated.

The child minder mainly ensures that there is a suitable supply of toys, resources and equipment available.

## **4. Leadership and Management**

### **Summary**

The child minder is developing her service and takes action on recommendations. She does not always manage her business adequately. The child minder communicates with parents and they are satisfied with the care provided. However, there are significant areas for improvement.

### **Our findings**

#### **4.1 How effective is leadership?**

The child minder, to some extent, complies with the relevant regulations and national minimum standards. However, there are areas for improvement.

The child minder had a statement of purpose, however, it was not fully compliant and up to date. The child minder did not have any of the required policies and procedures in place. The child minder told us that she accessed and referred to the school's policies and procedures. A visitors' book was in place as well as a children's register, however, the child minder did not record the attendance of her assistant. Children's records such as contracts, information forms and various consent forms were available, however, the child minder did not have permission forms and child information forms in place for all children cared for and signatures were not in place on some of documentation where required. The child minder maintained accident/medication and incident sheets. The child minder told us that she did not maintain developmental records, however, she told us that she shared verbal information with the parents.

Leadership is adequate.

#### **4.2 How effective is self evaluation and planning for improvement?**

The child minder is reviewing the service to plan and make improvements.

The child minder had a self evaluation system, which included questionnaires for parents and children. The Self Assessment of Service Statement (SASS) part 1 and 2 had been completed and submitted to CIW. The child minder had produced a quality of care report dated July 2017, however, it did not contain feedback from parents/children and did not contain any future developments for the business. The child minder told us that she was in the process of completing her review for 2018 and would forward a copy of the report upon completion.

Self-evaluation and planning for improvement is developing adequately.

#### **4.3 How effective is the management of practitioners, staff and other resources?**

The child minder is aware of her conditions of registration and has child care experience and appropriate qualifications.

The child minder had ensured that Disclosure and Barring Service (DBS) certificates for all adult household members and her assistant were in place and valid, however, she had not formally informed CIW of changes to household members. The child minder had completed some of the core training such as safeguarding and first aid, however, had not completed a food hygiene course. The child minder held a Nursery Nursing Examination Board (NNEB) qualification and had over 25 years experience of working with children. The public liability insurance certificate was valid as well as the vehicle insurance documentation.

The child minder manages the service satisfactorily.

#### **4.4 How effective are partnerships?**

The child minder works in partnership with parents and maintains regular communication with them.

The child minder told us that she had good relationships with the parents and regularly provided verbal feedback to them about their children's day in her care. We read some parent and child CIW questionnaires, which included comments such as, 'very happy with service, my child is happy at placement.' 'Both my children have gone to Jackie, one is just starting full time and thanks to Jackie's care and influence, is a very polite and sociable little boy who we are very proud of.' 'My little girl has just started with Jackie, has settled really well. I cannot rate Jackie enough.' The child minder told us that she took children to the local parks, for walks around the village and the community hall.

The child minder has effective partnerships.

## **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 provider should:

- ensure that children are encouraged to wash hands prior to snacks;
- ensure that separate towels or paper towels are available to children to dry their hands to prevent cross infection;
- use a changing mat for nappy changes;
- consider preparing meals in advance or complete a risk assessment for cooking during child minding hours;
- ensure that each child's records contains information such as allergies, child's first language etc.
- ensure that each child has a parental permission forms in place for transport, photographs etc.
- ensure that records and document are signed for validity where necessary;
- consider re-designing the risk assessments to ensure they are specific for each identified risk in each area of the property and dated;
- record fire drill practises;
- ensure that the central heating test certificate is available for inspection;
- wall mount the fire blanket;
- promote multi-cultural awareness;
- maintain developmental records to plan for children's learning and development;
- ensure the statement of purpose includes all required information such as contact information, the range of needs of relevant children to be met and should be dated for review purposes;
- attend food hygiene training and
- provide CIW with the quality of care report for 2018 within 28 days of its completion.

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

This was a full inspection brought forward as a result of a concern in relation to the supervision of children during the school run service.

One inspector visited the service on 22 and 29 August 2018 for approximately six and a half hours. We:

- inspected a sample of documentation and records;
- observed practice;
- spoke to children;
- provided CIW questionnaires to the child minder to issue to parents and children and
- provided detailed feedback to the child minder.

Further information about what we do can be found on our website:

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## 7. About the service

Type of care provided	Child Minder
Registered Person	Jacqueline Williams
Registered maximum number of places	8
Age range of children	0 to 12 years
Opening hours	7:15am to 5:30pm on Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	2 September 2015
Dates of this inspection visit(s)	23 August 2018 and 29 August 2018
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 children who use, or intend to use their service. 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:	