



# Childcare Inspection Report on

**Jayne Wileman**

**Cardiff**



**Date Inspection Completed**

31/05/2019

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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

The child minder is registered with CIW (Care Inspectorate Wales) to provide care for up to 8 children under 12 years of age. She operates from her family home which is located in the Whitchurch area of Cardiff. Care is delivered through the medium of English with the use of some incidental Welsh.

## 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 are cared for by a well-qualified and experienced child minder. She has a caring and nurturing approach and so is able to provide warm, sensitive and responsive care. This enables children to feel secure, happy and confident to express their views and make their own decisions. They enjoy a good variety of suitable activities and learning experiences both at the child minder's home and out on regular outings. Comprehensive procedures are successfully implemented to ensure children are safe and their health is promoted. The child minder manages her service very well; she is keen to provide a good level of care and work effectively with parents.

### 2. Improvements

Following the inspection the childminder actioned some of the recommendations made including;

- Nominated daughter as person in case of an emergency;
- Updated fire drill record form to include length of time taken to complete drill and any comments of significance and
- Relocated potty and changing mat in line with Environmental Health recommendations.

### 3. Requirements and recommendations

No non compliances were identified at this inspection. We made some good practice recommendations which are included in the body of the report and summarised at the end.

## 1. Well-being

**Good**

## **Summary**

Children's well-being is promoted and they enjoy their time with the child minder. They are able to forge good bonds with the child minder and friendships with each other, enabling them to feel comfortable and secure. The child minder knows the children very well and their attempts to communicate with her are well understood; as a result they receive warm, responsive and attentive care. They enjoy a good range of suitable activities both from the home and out and about.

## **Our findings**

Children have a voice at the service. They have freedom to choose play activities and their choices are supported by the child minder. They have good opportunities to make choices and decisions about what affects them. We saw that they were free to choose what resources they wanted to play with and given a choice of food to eat. Children's opinions and interests are valued and acted upon. The childminder is very patient, which allows children time to express their needs and wishes.

Children are active and express enthusiasm and enjoyment. They have a sense of belonging, form relationships and are familiar with routines. Children's feelings, likes, dislikes and needs are acknowledged as they have good bonds of attachment with the childminder. During the inspection visit we saw children approach the child minder for support. They played well together and were relaxed and comfortable around each other, sharing toys and sitting together at snack time.

Interactions between children and the childminder are consistently good. Children co-operate well and are actively interested and engaged. They express empathy and are sensitive to the needs of others. Children are polite and use good manners without being prompted. The two children played alongside each other painting a father's day canvas and sat together at the end of the day to relax watching a children's programme.

Children are enthusiastic and interested in their play and learning. They enjoy a good range of interesting opportunities indoors and outdoors and can choose to relax and have quiet times. Children have access to activities and resources which are appropriate for their age and stage of development. During observations, we saw them play with a selection of toys and all enjoyed playing and interacting with the child minder. The child minder told us she takes the children regularly on trips or for walks within the local community which the children enjoy. The children were eager to show or talk about what they have been doing.

Children are developing with a child minder with many years of experience of caring for children. Children develop confidence and independence as the child minder encourages them to do things for themselves. For example, the child minder encouraged children to tidy up after activities and it was evident they were familiar with this routine. Children are developing their language skills through interactions and communication with the child minder. For example, during the children's play the child minder encouraged number and colour recognition.

## **2. Care and Development**

**Good**

## **Summary**

The child minder provides a good level of care. She considers children's individual needs and manages interactions appropriately. There are suitable health and safety procedures in place.

## **Our findings**

The child minder follows procedures to ensure children's safety and health needs. There is a child protection policy outlining types of abuse and procedures to follow in a safeguarding situation. She holds a current paediatric first aid certificate and has undertaken food hygiene training. We examined accident and incident records and found these to be well completed and signed by parents. The childminder implements good cleaning and hygiene practices and follows the 'Safer Food, Better Business for Childminders' guidance. Fridge and freezer temperatures are recorded daily. The childminder is aware of her responsibility to update her menus with food allergens information and is in the process of completing this.

The childminder understand the behaviour management policy and consistently implements positive behaviour management strategies. She has a good understanding of child development and how this affects children's behaviour. She acts as a good role model at all times. She listens, is responsive and respects children's views. The childminder is sensitive to the needs and experiences of individual children.

The child minder provides a good range of activities and gives warm and sensitive care to help promote children's development. We saw she joined in with the children's play, extending their learning through the activities they chose and chatting naturally with them. The atmosphere was calm and happy and gave the children confidence to explore and make their own decisions. Our conversations showed that the child minder knows the children well which helps her provide activities the children will enjoy. She plans for children's development although this is not formally recorded with next steps in the learning identified. One parent commented on how well their child has developed since being in the childminders care. The child minder told us she tries to incorporate some Welsh into the children's play and is keen to develop this aspect of her service to help promote children's learning.

### **3. Environment**

**Good**

#### **Summary**

The home is welcoming and provides children with a safe and well maintained space for play, learning and rest. There is a good range of play resources for children suitable for their age and the child minder is mindful to ensure that safety checks are conducted regularly.

#### **Our findings**

The childminder has effective policies in place and understands her responsibility in relation to the safety and welfare of children. She ensures that the environment is safe, secure, and well maintained indoors and outdoors. She explained that she has regular cleaning routines and these reflect good hygiene practices. These good infection control practices minimise any risks to children's health and safety. The childminder completes effective fire risk assessments and emergency evacuations are practised and recorded with all children. She supervises children and understands the difference between acceptable and unacceptable risk for the age group of children she cares for.

The childminder ensures the environment has good indoor play space for children to move freely. The rooms are appropriately furnished so children can play and relax. She ensures the outdoor play space is used as often as possible and extends children's knowledge and development in the outdoors by offering a good range of resources which stimulate their curiosity and interest. The childminder organises the environment well so that it provides a good range of play opportunities suitable for the age ranges cared for. Her home is welcoming, warm and accessible to all.

The childminder ensures that the children can access good quality and a broad variety of age-appropriate furniture, toys and equipment both indoors and outdoors to stimulate the children's interest and imagination. She provides resources to promote children's curiosity about the wider society, promoting equality, and learning about cultural awareness. There is a good sized outdoor play area which presents interesting opportunities for the children to explore and enjoy physical exercise.

## **4. Leadership and Management**

**Good**

### **Summary**

The child minder is aware of her responsibilities to maintain good standards of care and meet the National Minimum Standards for Regulated Child Care (NMS). There are effective systems in place to help her manage her service.

### **Our findings**

The child minder's service is compliant with the regulations. She has a definite vision for her home care service that she shares with others. This includes the statement of purpose, policies and procedures which give parents a comprehensive picture of the service. She ensures she meets most of the National Minimum Standards (NMS). Clear contracts are agreed with parents setting out the expectations of both parties and permissions for activities such as taking photographs are sought. These contracts did seek additional information from parents regarding the care of their child although settling in records would also be beneficial for all the children. Some details had not been completed on the registration forms by parents and the childminder agreed to address this. Record keeping is organised and well maintained. The attendance register is kept up to date and a current public liability certificate is in place. The childminder ensures that she notifies CIW of significant events.

The child minder is aware of her responsibility regarding relevant CIW documentation and has completed her quality of care review which contained the views of parents and children who use the service. There are procedures in place such as a complaints policy which help to obtain additional feedback. The child minder told us she had not received any complaints. She told us that she has good relationships with parents, and they spend time each day discussing how the child has been and what they have been doing.

The child minder does not employ an assistant and manages her time well. She keeps up to date with best practice and has maintained her mandatory training. She has updated her child protection training in December 2018 and paediatric first aid training in March 2017. The childminder follows timely and robust security checks in order to safeguard children. This includes updating all Disclosure and Barring (DBS) checks for persons over the age of 16 years who live at the premises. She has made arrangements for suitable cover in the event of an emergency.

The child minder has been operating since 2015 and in that time she has developed good links within the community and much of her business is from word of mouth and via recommendations from parents who use her service. Parent feedback stated 'She does a fantastic job' and another said 'My child loves going to see Jayne.' The child minder feeds back what the child ate, how they slept and general well-being information on a daily basis.



## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

None

### **5.2 Recommendations for improvement**

- Ensure all parts of the registration form are completed by parents and carers including dietary needs and religion;
- complete a settling in form for all the children;
- update the menu with allergens and
- develop planning linked to development of children and next steps in their learning.

## 6. How we undertook this inspection

This was a full inspection looking at all aspects of the service, undertaken as part of our normal schedule of inspections. We used the following methods to gather evidence for this report:

- We looked at what we already knew about the service;
- we observed activities and interactions between the child minder and children present;
- we looked at a range of records and documents including contracts, the Statement of Purpose, children's records and daily diaries, records of attendance and policies and procedures;
- we viewed the parts of the premises used for child minding and looked at the safety measures in place;
- we spoke with the child minder about how she runs the service and her plans for the future and
- our findings were fed back to the child minder following the inspection.

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	Jayne Wileman
Registered maximum number of places	8
Age range of children	Birth to 12 years
Opening hours	Monday to Friday - 7:30am to 6:00pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	22 November 2015
Dates of this inspection visit	3 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. 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 More 'Than Just Words follow on strategic guidance for Welsh language in social care'.
Additional Information: None	

Date Published 22 July 2019