



Childcare Inspection Report on

Jacqueline Cooper

Swansea



Date Inspection Completed

26/06/2019

Welsh Government © Crown copyright 2019.

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
You must reproduce our material accurately and not use it in a misleading context.

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

Jacqueline Cooper was registered in April 2002. She cares for a maximum of six children aged from four months to 12 years from her home in Clydach, Swansea. The service operates Monday to Friday between 8am and 6pm. The main language of the service is English.

Summary

1. Overall assessment

Overall, we, Care Inspectorate Wales (CIW) found that children are happy and settled with the child minder. They enjoy their play activities and interact well. Children are cared for by an experienced and caring child minder. They are cared for in a comfortable and clean environment and have access to a satisfactory range of resources. The child minder manages her business adequately. Good partnerships have been established with parents.

2. Improvements

During feedback, the child minder confirmed that she had purchased a new first aid kit.

3. Requirements and recommendations

We notified the child minder of the following non-compliance:

- **Statement of Purpose:** This was because the statement did not include all of the information required by regulation. The following information was missing: facilities and routines.

We made recommendations, and these can be found at the back of the report.

1. Well-being

Summary

Children have a sufficient voice and feel safe and happy at this service. They interact well and have a good relationship with the child minder. They enjoy their play and have some opportunities to develop their independence.

Our findings

Children were happy and settled. We saw that children had a good relationship with the child minder, they were confident and relaxed with her. Children had a sufficient voice and were able to choose where they play, for example during the morning of the visit, children chose to take part in role play using a plastic cooker and a selection of plastic foods and cutlery along with a collection of soft toys. During the afternoon, a child created vehicles using the Stickle Bricks. We also heard a child state confidently that they wanted to play with the little handbag that was hanging on the unit in the kitchen. This was acknowledged by the child minder. We saw that the children were fully at ease in the premises and they confidently moved from the living room to the kitchen and accessed the downstairs toilet.

Children had free choice throughout the inspection. During lunch time, a child stated confidently that they wanted chocolate mousse for dessert. A satisfactory selection of age appropriate resources was available for the children during our visit including books, a fairy garden, jigsaws, role play items, toy vehicles, soft toys, board games and other accessories including a small bag containing jewellery and a purse.

Children interacted and chatted well with the child minder. Children's behaviour was good throughout the visit. We did not hear the children use good manners as they were handed their snack. We saw the children show great enjoyment as they played with a small bag containing plastic jewellery and a purse, "Look I've got money, a mirror, lots of cards and a bracelet" as well as proudly showing us their jewellery. After school, children chatted about the spider on the ceiling as well as the flowers and grass on display in the kitchen, "In my old school I got some grass and rubbed it on my hands. It smelt nice." Children smiled at one another as they sat and ate their snack in the kitchen. Older children modelled using the Welsh language to one another and to the child minder. We heard them saying, "Helo, shwmae?"

Generally, children had some opportunity to develop and learn. We saw that children were mostly independent within their play and fed themselves independently using cutlery as well as their hands. Upon arrival at the service, children removed their shoes and put on their slippers without support. The child minder provided food and drinks for them during the

visit. During play, we heard children counting to five, naming the letter X and created the letter out of hair clips, naming colours as well as naming various foods and animals. A child exclaimed proudly “I’m very good at it” as she folded the tea towel during role-play. The child minder told us that children followed their own interests during their time at the service and that older children tend to relax and watch television for a short period as well as do their homework, play board games and visit the Lego club every Friday at the local library. One child attending after school told us they enjoyed “the party game and sometimes we play dominoes too.”

2. Care and Development

Summary

The child minder is relatively good at keeping children safe and healthy. She manages children's interactions in a kind and caring manner and promotes their learning and development to some extent.

Our findings

The child minder required some assistance in relation to the procedure to follow within safeguarding. She was fully aware of her duties and responsibilities to report concerns. The child minder had not heard of radicalisation and the Prevent Duty. We viewed the safeguarding policy and found it did not include if an allegation was made against the child minder. The child minder had completed child protection training in March 2016. The child minder showed she was currently awaiting a date to refresh her training. The child minder told us that she was aware of the children's needs such as their allergies and dietary needs. The child minder provided meals, drinks and snacks. During lunchtime, children had buttered crackers, crisps, olives, cheese, ham and sliced cucumber with chocolate mousse for dessert and water to drink. Afternoon snack consisted of sliced apple and banana along with squash to drink. We discussed food offered with the child minder and she told us it depends on the children present. Examples of foods offered included spaghetti or beans on toast, ham or tuna sandwich with salad and pizza or jacket potato with salad. Dessert is usually chocolate mousse, yogurt, jelly and ice cream, rice pudding or cake and custard.

We heard the child minder give children safety messages such as 'Let's tuck you in under the table' whilst they ate food. The child minder did not promote effective hand washing before food, however wet wipes were provided to wipe hands before and after food during the morning of the visit. Children attending after school did not wipe their hands prior to eating food. We did not see food preparation areas being cleaned with an anti-bacterial cleaner before food. Children did wash their hands after using the toilet and a shared towel was made available to dry hands. We did not view any nappy changes during the visit as there were no children in nappies present. We discussed the procedure with the child minder and she stated that she does not wear disposable gloves or an apron whilst undertaking a change. She ensures the mat is cleaned with an anti bacterial cleaner. There was no nappy changing policy or procedure in place.

The child minder managed interactions well and interacted positively with the children; she was calm and caring. The children present were well behaved. We did not hear them use good manners, such as 'please' and 'thank you' at all times. The child minder did not

remind the children about appropriate manners. We did not hear the child minder praise the children whilst we were present, however her interactions were positive throughout the visit. We did not view any examples of children's developmental records or planning and the child minder told us that she does not carry out formal observations and does not have a sound knowledge and understanding of the Foundation Phase.

The child minder promoted children's play, learning and development to some extent. She promoted free choice, "What would you like to play with today?" We heard the child minder promote numeracy with one child as she played with the plastic food, 'How many chips are there?' She also discussed colours as the child played, "What colour is that tea towel?" as well as "what's my favourite colour?" There was no activity plan in place on the day of the visit and the child minder told us that she does not plan activities. The child minder joined in with children conversations at snack times. We heard them discuss sports day, their favourite food and recent visits. She told us that children get to choose what they play with and that the resources were rotated often.

During the afternoon of the visit, we heard the child minder use some Welsh language with the older children, "Wyt ti wedi blino?" (Are you tired?) and "wyt ti'n hoffi coffi?" (do you like coffee?) We discussed the Welsh language with the child minder and she told us that she will use incidental Welsh with children from Welsh families. There were a few Welsh books available for them to look at whilst at the service.

3. Environment

Summary

The child minder provides a safe, warm and homely environment. There is suitable space for children to play, rest and explore. She has a satisfactory selection of resources and equipment for children.

Our findings

The child minder ensured that children were protected from leaving the home unsupervised, as the door was kept locked and the keys were stored at a higher level. The child minder supervised the children at all times and was present wherever they played. The child minder did keep a record of visitors to the service. A fireguard was in place surrounding the fire place and a coffee table was placed in front of the patio doors to restrict children accessing these. A safety gate was placed appropriately in the hall, which restricted access to the kitchen, downstairs toilet and the stairs. Records of fire drill practices showed that they were undertaken monthly. The child minder kept her home clean and tidy and we were told that toys were cleaned regularly with washing up liquid and soft toys and furnishings were washed in the washing machine. We viewed the first aid kit and found items had expired. The child minder confirmed during feedback that she had purchased a new first aid kit. The child minder had conducted a basic safety risk assessment, however it did not include specific areas within the house, the outdoor area and equipment, outings or activities. The child minder completes a safety checklist every six months and this included the house, garden and car.

The child minder used her living room and kitchen for children to play. Resources were stored in storage boxes in one corner of the living room, along with other resources on display. For example, books, plastic vehicles and soft toys were on display in the living room whilst jigsaws and the fairy garden were on display on a low level table in the kitchen area. Children could not access all resources independently and had to ask the child minder for many items. During the visit, we heard a child ask the child minder if she could have the washing up bowl whilst she took part in a role play situation. We were told that other resources were available and were rotated. Children used the breakfast bar in the kitchen to eat their lunch and snacks. The child minder told us a highchair was used when younger children attend. The premises were well maintained and of satisfactory decoration. There was an outdoor garden area, which included a higher level patio area and a lawn. The child minder told us that children do access the area, however it was currently out of bounds due it being overgrown and in need of some work. The child minder told us she intended getting this area organised before the summer. We did not see the children access the outdoor area during our visit.

During the visit, the child minder had a satisfactory selection of toys available for the age range attending. We did not see the older children access any resources whilst present. Toys were in good condition. We saw a selection of books, plastic vehicles, dolls and accessories, a fairy garden, arts and crafts materials to name a few. The child minder had a potty stored in the downstairs toilet. Outdoors, there was a selection of resources, which included plastic ride on toys, small plastic tables, water tray and see saw. The child minder told us there was a greater selection of outdoor resources stored in the shed.

4. Leadership and Management

Summary

The child minder is experienced and has basic record-keeping systems in place. Partnership working is good. The child minder needs to be more effective in managing her service.

Our findings

The child minder had a statement of purpose in place, however it did not contain facilities and routines as required by regulation. The child minder had devised some policies and procedures. There was no nappy changing policy and procedure in place. Policies were not dated for validity/reviewing purposes and policies had not been updated to reflect CIW's name change. The child minder provided the documentation and paperwork required with ease. She did keep a visitors' book. The child minder kept a record of children using the service daily along with actual times of attendance. There were satisfactory accident records. We viewed completed medication records and these had been signed by parents. The child minder had contracts in place for all children, along with emergency medical consent and permissions in place for things such as outings, travelling in the child minder's vehicle, photographs, application of sun cream etc. The child minder told us that she did not hold developmental records on children, however, she shared verbal information with the parents.

The child minder did not have an effective self-evaluation system in place. The child minder told us that she did seek the views of parents, however did not collate reviews into an annual review. There was a basic developmental plan available to view during the visit. The child minder informed us that parents were happy and this reflected the feedback provided to us during the inspection visit, "She ensures children have all the opportunities that parents who work are not able to do. I've got nothing but positive things to say about Jacqui." Following the visit, we received completed questionnaires and feedback was positive, "Jacqui has been the best child minder that I have ever met. So flexible, understanding and puts my child first. I'm incredibly happy with the service."

The child minder had many years' experience of working with children and was aware of the maximum number of children that she may care for at any one time. She had not ensured that valid Disclosure and Barring Service (DBS) certificates for herself were in place. The child minder did show us an email proving that she was in the process of completing a DBS check for herself. The child minder had completed first aid, safeguarding and food hygiene training in 2016. She had a system in place to remind her of when training needed to be updated. The public liability insurance certificate was valid until December 2019. The child minder had completed the Self-Assessment of Service Statement (SASS) part 1 and 2.

The child minder had a folder containing her policies and procedures. She told us that she made parents aware of all policies and procedures. We heard the child minder share information about the children's time with parents at collection times.

The child minder told us she takes children on outings to local areas including the library, park, beach and owl sanctuary. She also offers school drop offs and pick ups. The child minder told us that they support local fundraising activities annually.

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:

- further promote children's independence and use of manners at all times;
- improve hygiene standards in relation to hand washing, food preparation and nappy changing. Familiarise herself with the NHS Guidance on Infection Prevention and Control for Childcare Settings;
- familiarise with the Food and Nutrition Guidance for Childcare Providers published by the Welsh Government;
- further develop risk assessments to be specific for areas used within the house, the outdoor area, visits and activities;
- further develop the quality of care review to include the views of parents and children as well as any improvements made to the service;
- develop a policy and procedure for nappy changing;
- update the safeguarding policy to include a procedure to follow if an allegation was made against herself;
- date policies and procedures for validity and review purposes as well as update policies to reflect the name change of CIW;
- develop an awareness and understanding of The Prevent Duty as well as The Foundation Phase and
- keep a record of the activities children undertake and record observations.

6. How we undertook this inspection

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

One inspector visited the service on 26 June 2019 for approximately 6 hours. We:

- inspected a sample of documentation and policies;
- observed practice;
- spoke to children, parents and the child minder;
- provided questionnaires to be issued to parents and
- provided detailed telephone feedback to the child minder on 27 June 2019.

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	Jacqueline Cooper
Registered maximum number of places	6
Age range of children	4 months to 12 years
Opening hours	8am to 6pm Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	18 November 2015
Dates of this inspection visit	26 June 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. However, some incidental Welsh was heard during the afternoon of the visit and the child minder does have some Welsh language books for the children to look at. 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 ' <i>Than Just Words follow on strategic guidance for Welsh language in social care</i> '.
Additional Information:	

Date Published 20/08/2019