



Childcare Inspection Report on

Judith Keene

Caerphilly



Date Inspection Completed

27/06/2019

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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

The child minder provides home based child care for up to ten children under 12 years old. She operates from Monday to Friday providing a flexible service to meet the needs of families including school holidays. She lives near Caerphilly and provides an English language service with some Welsh used within activities. She is a registered foster carer.

Summary

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

1. Overall assessment

The child minder provides a consistent, calm and caring 'home from home' service, which includes lots of good practice. She gives children plenty of choice in their activities and encourages them to share their views and do things for themselves. Children are happy and enjoy their time with her; she knows the children well and affection is freely given. She ensures they have fun with her while promoting their play, learning and development and children benefit from a healthy lifestyle. The child minder provides a safe and child friendly environment and children have access to a good range of experiences and resources. She has a child care qualification, keeps her training up to date and undertakes wider learning opportunities for her professional development. She keeps and uses an effective range of policies and procedures to support her business.

2. Improvements

The child minder has implemented the recommendations made at the last inspection. These were about improving some record keeping and paperwork. The child minder now offers the Welsh Government's 30 hours free child care to families.

3. Requirements and recommendations

We made some recommendations to develop the service and improve outcomes for children. These included some minor revision to paperwork noted within this report.

Summary

Children's views are valued by the child minder and they have lots of free choice in their play. They are made to feel welcome and at home and have formed good relationships with her. Children are able to develop their self-help skills and undertake activities which build their confidence and self-esteem. They enjoy a variety of activities both at the child minder's home and on outings in the wider community.

Our findings

Children can make choices and they are encouraged to express their views. We saw children choosing toys and developing their own games with them. They played outside, transporting water from either the water play stand or the drinks dispenser to 'wash' the sit and ride car. Children chatted about their games and snacks with the child minder, happy to move between play spaces indoors and out as they wanted.

Children make themselves very much at home. They were settled and relaxed in their care because the child minder knows them well and has developed good bonds of affection with them. An older child enjoyed warm close attention and fun while playing snakes and ladders games with the child minder and her daughter. Children were frequently praised for their efforts and were confident to ask for anything they needed. We saw the children with the family dog and cats in the garden, showing respect and love towards them. Children played well together, sharing some games and toys, or happy to play on their own with dolls on the swing or slides. An older child helpfully fetched a sun hat and gave it to their younger friend to wear without being asked.

Children enjoy a good range of play and learning experiences with the child minder who recognises the importance of children's play opportunities for their overall development. We observed lots of incidental learning such as counting and colours within games. We saw children enjoying exploring the qualities of water in the warm weather without concern for how wet their clothes became.

Children are encouraged to do things for themselves appropriate to their age and stage of development. We saw a child who had changed clothes after they had got wet in the water play. They climbed to the top of the slide so they could, with a little support, peg the wet garment on the washing line. They asked how long it would take to dry and were told *"About half an hour. You did a good job of pegging it out though"*. A child sorted their own food out from their lunch bag, choosing what to eat first and peeling the satsuma on their own. They were shown how to help themselves to water from a dispenser in the garden.

2. Care and Development

Good

Summary

The child minder uses her child care qualifications, experience caring for children and knowledge gained via additional training to inform her practice. She applies a 'family style' approach to her service, treats children with warmth and respect and has realistic expectations of them. The child minder is aware of how children in her care are developing and is able to plan for their individual needs effectively. She provides activities that she knows the children will engage with and will promote their learning and development.

Our findings

Children benefit from good procedures that the child minder uses to keep children safe and healthy. She is able to identify children at risk and has the confidence to follow appropriate safeguarding procedures. The child minder maintains Paediatric First Aid training and renews the Disclosure and Barring Service Certificates for herself and her husband as necessary. She is registered with the local authority in terms of safe food provision. The child minder provides snacks and drinks for children, while their parents provide a packed lunch. Children benefit from a healthy eating approach, which takes account of any individual dietary requirements. Drinking water was available to children at all times and they were frequently offered it, as the day was particularly hot. Sunscreen and a shaded area to play were also used. Effective accident, incident and medication recording systems are all in place. The child minder was clear about what action to take in the event of an emergency and maintains relevant insurances and an annual gas safety certificate for her home.

The child minder is cheerful and clear with children, gently explaining next steps as needed. She described her weekly routine which includes child-led free play opportunities at home and sociable experiences in the local community. These include visits to toddler play and music sessions and the local library. During school holidays trips are planned to places such as Margam Park, Technquest, Cefn Mably and Mountain View Ranch. Older children can enjoy challenging outings such as to the Ebbw Vale tubing and zip wire park. Children have lots of opportunities for being outside including walking to and from school, nursery and local parks as well as playing in the garden. Outings and activities are effectively planned to take account of children's sleeps and the school runs as well as their age and stage of development. The child minder plans focused and themed activities in line with the Foundation Phase Learning Framework and keeps parents informed about their children's care and development. However, she does not record her observations of their progress to use in planning for their next steps in play and learning.

3. Environment

Good

Summary

The child minder maintains good systems and routines to ensure that her home is clean, safe, secure and child friendly. Children are given a good range of resources and experiences that support and enhance their learning and development. The child minder provides an environment in which children can learn, play and relax safely and takes steps to minimise risks to children, while enabling them to develop confidence and independence.

Our findings

Children benefit from care in a clean, safe and secure environment. The child minder carries out a daily visual risk assessment throughout the play space. This is in addition to an effective set of risk assessments, including fire safety. Smoke detectors are checked monthly but are not recorded. We were told that planned and regular deep cleaning of the premises and resources takes place. We saw the first aid kit and fire blanket available. Clean, hygienically maintained toilet and hand wash facilities are off the play space, which older children can use independently. There are appropriate arrangements in place to maintain confidentiality within the service which is registered with the Information Commissioner's Office (ICO). All parental consents are in place for children who may attend community group sessions and any outings with the child minder.

The child minder's home is welcoming and furnished comfortably. It enables children to relax, play and do many things for themselves. Posters, displays of children's work such as the 'our family and friends tree' made from hand prints and photos of children enjoying their activities are on the walls. The main play spaces are a conservatory, playroom, kitchen and dining area as well as the family living rooms for quiet activities. The large garden provides opportunities for more challenging outdoor and messy play. We saw children helping themselves to the slides, swing, ride on wheeled toys, play house and mud kitchen. Indoors there are toys and resources such as vehicles, construction toys, books, small world and home corner and role play equipment. These are all easily reached by children. Babies' sleeps are usually in a travel cot on the ground floor.

The Welsh language is introduced and used within some activities and books. The child minder told us she replaces and renews resources when needed, or as a result of her service review.

4. Leadership and Management

Good

Summary

The child minder runs her service so that it meets the National Minimum Standards for Regulated Child Care (NMS) and relevant regulations. She has a level three child care qualification, several years' practical experience and seeks out additional training opportunities to ensure that outcomes for children are positive. She provides an effective annual review of her service.

Our findings

The child minder is organised and keeps her paperwork in a clear and accessible system. Parents are given all the information they need to make a choice about using the service. We looked at the child minder's policies and procedures and found that the safeguarding policy and procedure does not refer to the relevant documents noted in NMS 20.2, the nappy changing policy and procedure does not identify how a child's privacy and dignity is maintained while providing personal care and the behaviour management policy and procedure does not include a statement to say that CIW will be informed of any changes to it within 28 days.

Children's outcomes are enhanced because the child minder takes a reflective approach to running her service, completing an annual review. The child minder asks for contributions from parents and older children. Parents' comments in the current review showed that they are very happy with the service and made no suggestions for improvement. One comment said *"You do everything you can to make sure everything is as good as it can be."* The child minder has increased her knowledge and understanding of child care by undertaking additional training such as 'restorative practice' and 'bereavement and loss'. She has signed up to a course to improve her understanding and use of the Welsh language.

Parents are given verbal information about their child's activities, food and personal care during the day and the child minder works closely with them to ensure their children's needs are met, keeping written records when needed. Discussion with her showed that she knows the children and their families well and she is currently caring for children who have been with her a number of years. We observed a chatty and relaxed hand over to parents at the end of the day, ensuring that events in nursery were passed on to a parent. We spoke to parents who said they were very happy with the care their child receives with comments such as *"I've used this service for 12 years for an older child and now with their younger sibling. Never any concerns"* and *"Judith is flexible; helpful and never says no. she gives my child lots of one to one care"*.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We made the following recommendations:

- ensure the safeguarding policy and procedure refers to the documents noted in NMS 20.2;
- identify how a child's privacy and dignity is maintained while providing personal care in the nappy changing policy and procedure;
- include a statement in the behaviour management policy and procedure to say that CIW will be informed of any changes to it within 28 days;
- record observations of children's progress to use in planning for their next steps in play and learning; and
- record the monthly smoke detector checks.

6. How we undertook this inspection

This inspection was announced at very short notice and undertaken as part of our normal schedule of inspections. The inspector visited the service for approximately five and a half hours. We gave feedback of our findings to the child minder at the end of the visit. There were two children under twelve years of age present during the inspection. Evidence for the report was gathered using the following methodology:

- We looked at the range of paperwork the child minder keeps about her service – including policies and procedures, risk assessments, contracts, children’s records, accident records and safety certificates;
- we observed the children interacting with the child minder and choosing their activities;
- we spoke with children and their parents; and
- we spoke with the child minder about how she runs her service and her plans for the future.

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	Judith Keene
Registered maximum number of places	10
Age range of children	Under 12 years of age
Opening hours	7.30 – 18.00, five days a week including school holidays
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	23 and 30 August 2016
Dates of this inspection visit	27 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. 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 14/08/2019