



# Childcare Inspection Report on

**Tina Day**

**Penarth**



**Date Inspection Completed**

04/06/2019

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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 operates her service from her home in a quiet street near the centre of Penarth. She is registered to care for a maximum of 10 children aged under 12 years. Care is currently only provided for children over four years, in the school holidays. However, the child minder is about to operate in term time and care for younger children. The service is conducted through the medium of English.

## 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

Overall, we found that children experience a very good standard of care. They enjoy their time and are happy to attend. Children are confident to explore, express their feelings and ask for help. The child minder is very experienced in caring for children. She provides nurturing care. Resources are age appropriate, and she has a number of policies and procedures in place to keep children safe. Children benefit from an environment that encourages them to make independent choices and that promotes their play, learning and development. The child minder has a well-established business. She has developed good partnerships with other child minders in the area and partnerships with parents, a number of whom have used her service for many years. Leadership and management of the service is generally strong as the child minder is well organised and receptive to advice.

### 2. Improvements

Since the last inspection, the child minder has had extensive renovation work completed on the property. This has made the environment open plan and allows children to easily access activities and eat meals under the supervision of the child minder. As part of these renovations, a new kitchen and downstairs cloakroom have been installed. Additionally, the child minder has reviewed her service regarding the General Data Protection Regulations (GDPR) and the Prevent duty (This is a government strategy regarding extremism and radicalisation) and amended any relevant documentation.

During this inspection, we discussed improvements required to strengthen some areas of the service. As a result, the child minder developed a policy regarding the use of electronic

equipment and mobile phones, updated her Statement of Purpose and admissions policy regarding numbers of children she can care for, and updated her child protection, complaint and lost/missing child policies. She also devised a method of risk assessing off-site activities and assessed any risks in her garden.

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

We discussed further development of the service by increasing the use of the Welsh language at the service and considering information in the updated Welsh Government Food and Nutrition Guidance for Child Care Settings. These can be found in the report and summarised under Section 5.2.

# 1. Well-being

**Good**

## Summary

Children are very settled and happy and enjoy their time at the service very much. They find the range of activities and play experiences interesting and exciting. Children express themselves confidently and have a strong voice. They play happily together and interact well with each other and the child minder.

## Our findings

Children are encouraged to speak and express themselves. During the inspection, we saw children play card games and board games of their choice, at the table, whilst others chose to create models from small blocks or play with small world equipment of their choice. Children confidently asked the child minder to help with the rules of the games or support them in their play, as they knew this would be provided.

Children are secure, comfortable, happy and relaxed in the care of a child minder with whom they have developed a warm relationship. Most children had been attending the service for a number of years and told us how much they liked attending. They were happy and confident to approach the child minder, to ask for something and were keen to interact with her, and include her in their play. We saw all children enjoy talking with the child minder, chatting happily and animatedly over snack about what they going to do that day.

Children are learning to co-operate, take turns and share, as well as becoming sensitive to the emotions of others. The children all played together very well and were able to manage their own behaviour. They chatted happily together about what they were playing and helped children who were not familiar with a particular game to join in. Everyone's contributions were valued and praised by the other children and the child minder. Children were respectful of equipment and polite, saying please and thank you, mainly without prompting.

Children are interested in the play-based activities, which are very much led by them. Children drove their own play and so were able to persevere because they were engaged in what interested them. This was the case especially with the card game and the modelling with small blocks. They told us how they enjoyed the toys and facilities available and how they were involved in choosing activities, including off site trips to interesting places. They were looking forward to going to the Inflatable Arena later and were enjoying making plans about what they were going to do there.

Children are developing a range of skills. We saw that children are trusted to be independent. There are coat hooks in the hallway where children hung their coats and

routinely took off their shoes before entering the lounge. They access the toilet independently. The children are able to play independently or in groups and the child minder does not dominate their play, allowing them freedom to develop their play and make decisions between themselves.

## 2. Care and Development

**Good**

### Summary

The child minder is very experienced in the role and has developed good systems and procedures to ensure that she can offer a safe, interesting and valuable service to children. She is confident and competent, and over the years has attended a good range of training to keep her practices and knowledge up to date. She manages interactions well and promotes children's play and learning effectively.

### Our findings

There are generally good systems in place to promote the health and safety of children. The child minder understands her responsibility to protect children and her safeguarding policy includes reference to the Prevent duty. She has also completed training on Prevent. She is very clear about her duty to refer any concerns relating to the welfare of a child to the appropriate authority. The child minder provides lunch and snacks and is committed to support children to develop healthy eating habits. We discussed the new Welsh Government Food and Nutrition guidance and she agreed to consider this for her service. She spoke confidently about how she deals with dietary requirements, including managing children with food allergies. There is a system in place to record accidents and incidents. The child minder demonstrated through discussion, that accidents are evaluated and appropriate action taken to minimise risks. However, although the child minder had considered potential risks for off-site trips such as the Inflatable Arena and swimming pools, risk assessments were not drawn up making it clear how risks at these places are minimised. During the course of the inspection, the child minder devised a system to record risks for these types of activities. The child minder has a current first aid certificate and she has completed food hygiene and child protection training.

The child minder has a consistent approach to managing the interactions and behaviour of children. There are some home routines and rules in place which children were familiar with. There is a clear behaviour management policy outlining how instances of unacceptable behaviour are managed. The child minder gives clear directions to children in a way they will understand. For example, she explained where they were going for the rest of the day and outlined her expectations of how the children should behave and the 'rules' of the place they were visiting. The child minder used positive intervention strategies and praised good behaviour. Children responded well to her techniques.

The child minder knows the children well and plans ahead to meet their individual needs. Information about each child, their preferences, needs, personality and routines is sought



on admission and updated as needed. The child minder talked to us about the various children she cares for and it was evident she knows them very well. She has only cared for school-aged children during the holiday periods for a while, so activity planning is informal because the child minder likes to follow the children's interests and make the most of good weather by taking them outdoors. The child minder has however, drawn up an activity plan for the main summer holidays in consultation with the children, in order to cater for the needs of all children and ensure they have activities that interest them. Due to the age of the children attending, developmental records for children have not been kept. There are however, systems in place for this information to be gathered in the future when needed. We did not hear any Welsh language used during our visit. We discussed the Welsh Government's Active Offer policy and although the child minder is not able to provide the service through the Welsh language, she agreed to consider how she could promote the language by introducing some words and phrases into the daily routine.

### **3. Environment**

**Good**

#### **Summary**

The child minder's home is safe, secure and suitable for minding. Areas used for child minding have been renovated since the last inspection and provide very good facilities home based child-care. She has considered the needs of the children and purchased a

variety of resources to support these. Routines for cleaning and monitoring the safety of the environment are well established.

## **Our findings**

Children are cared for in a safe, clean and secure environment. There are written safety guidelines in place for observing risks inside the home and the child minder has reviewed these to include use of the garden. Through our observations and discussions with the child minder it was evident she is safety conscious. She currently only cares for school aged children but was clear regarding the need for her to review the service when she starts caring for younger children. During the renovation of the home, she described discussions she had with designers to ensure areas and equipment were safe for children. This included the stainless steel island in the kitchen area and method of restricting children's access to cooking facilities. The home is kept secure with doors locked and keys kept in a safe but accessible place. There are written safety logs for smoke alarm tests and practice of fire drills. Safety equipment was in place as required for the age of children attending. A fire blanket is located in the kitchen and an annual gas safety check is undertaken.

There is plenty of space to meet the needs of children. Child minding takes place in the whole of the downstairs area. This open plan area includes the lounge, kitchen and dining area. Another lounge is also available for quieter activities or for children to rest and there is a downstairs toilet off the hallway. Suitable hand washing facilities were in place in the toilet area. Easy access to the kitchen allowed the child minder to prepare snacks and meals, whilst being able to supervise the children. There is a very large bench surrounding part of the kitchen island that the child minder had made specifically so children can sit together for food or messy activities. A large dining table is also used for sociable activities. There is plenty of open floor space for children to play and be more active indoors. The rear garden is secure and we were told it is used regularly.

A good selection of toys and resources are easily accessible to children. These are organised and well maintained. The child minder has only been caring for children of school age so we did not observe toys and equipment for young children. However, we were told that suitable equipment was available when required. We discussed the use of car seats for children and the child minder was clear regarding the law. She confirmed that she had a number of different seats and that she had systems in place to ensure that appropriate car seats were always used.



## **4. Leadership and Management**

**Good**

### **Summary**

The child minder is motivated and open to new developments as a means of promoting positive outcomes for children and their families. She has good organisational skills and maintains required records and documentation effectively. Policies and procedures are generally well written and the child minder has reviewed and developed others during the course of the inspection. The child minder has developed good relationships with parents and is committed to working with other professional agencies to promote children's welfare.

### **Our findings**

The child minder has a vision for the service and this is shared clearly in her Statement of Purpose. She has good understanding of current best practice relevant to her service. She has reviewed policies and procedures to reflect changes to legislation such as the General Data Protection Regulations (GDPR). A variety of relevant policies and procedures are in place and we saw that parents are provided with this information prior to their children starting, to enable them to make an informed choice about using the service. We discussed that some policies, including the admissions, child protection and complaint policies needed to be reviewed and the child minder updated these during the course of the inspection. We looked at a sample of operational records including contracts with parents and attendance records. All required information was recorded and kept updated. The child minder is aware of events that CIW should be notified of and has done this promptly as required.

The child minder is reflective and has an effective system in place for reviewing her service. She values feedback from parents and children. The most recent quality of care report is comprehensive and well written, taking account of the feedback, both written and verbal, from parents and children. The child minder completes self-evaluation information for CIW as requested. The child minder told us that she uses the CIW website and other child minders if she has any queries and to keep up to date with any changes. A complaint policy is in place, and it has been reviewed to include how children may raise a complaint about the service. The child minder was keen to hear our views as part of the inspection and demonstrated she valued recommendations that can help improve the service. She was receptive to advice and took steps to address most of the recommendations we discussed during the course of the inspection.

The child minder currently works alone and manages her time well. She has contingency plans in place to cover her in the event of an emergency that have been discussed and

agreed with parents. The child minder told us that she ensures resources are available to facilitate planned activities. We saw that she was organised and had planned the activities well on the day we visited. This had included seeking written permission from parents, planning an early snack and preparing a bag with drinks and snacks for children. All adults living at the home have a valid Disclosure and Barring Service (DBS) certificate to confirm their suitability. The child minder is aware of the mandatory training requirements, all of which have been completed.

Partnerships have been developed that are effective. The child minder provides comprehensive information about the service to parents and speaks to them daily regarding their child's care. CIW received three parent questionnaires that were very positive regarding the service and information they receive about their children's care. The child minder has established links with local child minders and sometimes works with them to support parents by providing cover for holidays, if ratios allow. She makes good use of local facilities and play spaces, which develop a sense of ownership in the community. The child minder is also committed to working in partnership with other professional agencies if required to ensure children's welfare is promoted.

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

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

None

### **5.2 Recommendations for improvement**

- Consider ways of introducing the Welsh language to support children's learning and development, and
- consider the Welsh Government Food and Nutrition Standards for Child Care Settings

## 6. How we undertook this inspection

This was a full inspection, undertaken as part of our normal schedule of inspections:

- We reviewed information held by CIW;
- one inspector completed two visits to the service;
- observations were carried out indoors to capture evidence of the minded children's engagement and the care provided;
- we undertook a visual inspection of the premises;
- we looked at a range of records including contracts with parents, statement of purpose, several policies and procedures and a quality of care report;
- we considered information received from parents in questionnaires received by CIW;
- we provided feedback to the child minder at the end of the inspection visit, and
- we considered information provided to CIW from the child minder during the course of 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

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| Type of care provided  | Child Minder   |
| Registered Person  | Tina Day   |
| Registered maximum number of places  | 10   |
| Age range of children  | Currently 4to 12 years   |
| Opening hours  | Currently works daily during school holidays only  |
| Operating Language of the service  | English  |
| Date of previous Care Inspectorate Wales inspection                            | 1 July 2015  |
| Dates of this inspection visit   | 29 May 2019 and 4 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?                     | <p>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. <i>This may be because the service is situated in a primarily English speaking area and the provider does not currently intend to offer or promote a Welsh language service.</i></p> <p>We recommend that the service provider considers Welsh Government's '<i>More Than Just Words follow on strategic guidance for Welsh language in social care</i>'.</p> |
| Additional Information: None   |  |

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