



Childcare Inspection Report on

Susan Hooper

Cardiff



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Description of the service

Susan Hooper is registered with Care Inspectorate Wales (CIW) to care for up to six children under 12 years old at her home in Llanedeyrn, Cardiff. She shares her home with her husband and two adult sons. However, she spends most of the time with her minded children at a local parent and toddler group that she facilitates alongside three other child minders. When at home children use the ground floor of the house. There is a small back patio and an extensive grassed area in front of the property that children use after school. This is an English language service.

Summary of our findings

1. Overall assessment

Children are relaxed and comfortable in the child minder's home. They receive individual care and attention that meets their needs from an experienced practitioner. Close relationships are evident, as some older children have attended the service since they were babies and are very settled. The environment is safe and is organised from a child's perspective when the children are present. Some effective care and management systems are in place. However, the child minder must ensure she takes into account all the requirements of the Child Minding and Day Care (Wales) Regulations 2010 and the National Minimum Standards for Regulated Child Care for children up to the age of 12 years (2016).

2. Improvements

- Evidence to verify the annual gas service is in place;
- Public Liability Insurance certificate is in place;
- healthier food options are provided to children;
- the child protection policy includes contact details for the appropriate referral agency;
- child protection and food safety training have been completed and
- the statement of purpose has been updated.

3. Requirements and recommendations

We found that the child minder was not meeting her legal requirements as she has not updated a Disclosure and Barring Service (DBS) check for herself, her husband and her two sons since December 2015. This is a serious concern and we have issued a non-compliance notice in respect of this matter.

We have made a number of recommendations, which relate to improving records and daily care practices. These are discussed in the narrative and summarised at the end of the report.

1. Well-being

Summary

Children are content and relaxed with the child minder. They have access to appropriate activities and have opportunities to form positive relationships. Children benefit from a consistent approach and value the time they spend with the child minder.

Our findings

1.1 To what extent do children have a voice?

Children receive support to make choices and their decisions are valued. They are confident to express themselves and make their opinions known. We saw that trust existed between the child minder and the children and that this had developed over a long period as some children had been in her care since they were very young. We saw the child minder pre-empt what was required because she knew the children well. Children were involved in planning activities for the half term and this included a Halloween party, swimming and a trip to the cinema.

Children receive respect as individuals and this promotes their self-confidence.

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

Children receive consistent, supportive care from the child minder. One young child was keen to play with the box that contained a toy and was pleased when his request was granted. Some children refer to the child minder as 'nanny', which reflects the strength of their connections to her. Older children who attend the service after school told us they discuss buying new resources that the child minder usually purchases. One child was very satisfied with her new playthings and was keen to show them to us.

Children feel a sense of belonging and attachment to the child minder.

1.3 How well do children interact?

Children interact appropriately and understand they are required to keep to the rules when with the child minder. This includes eating and drinking at the dining table. Older children who like to play outside understand how far away from the house they can go and comply with the request to stay nearby. Children are considerate of the wishes and feelings of others. We saw them sharing crayons and cooperating to take turns whilst playing games. We noticed that older children were helpful and supportive to the younger children. They enjoy each other's company and understand the need to be kind, courteous and respectful to each other.

Children benefit by experiencing positive social interactions that promote self-confidence.

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

Children are active and curious learners who enjoy the variety of experiences offered to them. During the day, the child minder takes the pre-school children to a local parent and toddler group where a good variety of activities is on offer. This includes craft activities, music and story time. Some children told us they enjoy walks in the nearby woods to collect 'creepy crawlies' which they leave outside in the front garden before going home. Children attend a messy play activity one morning each week held in a local community venue. Some children were keen to complete their Halloween masks as they looked forward to taking them home.

Children have opportunities to take part in new experiences and develop additional skills.

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

Children are encouraged to develop their interests and independence. We saw that they are confident to help themselves and enjoy the opportunity to be sociable in the company of others. Older children told us they look forward to spending time at the child minder's home. Some children have friends from school who live nearby and meet them at the far end of the grassed area in front of the house. Children value the opportunity to relax after the school day and like playing games on their personal phones and watching television. Most children help themselves to food and drinks and take responsibility for their own property.

Children enjoy play and learning activities that benefit their overall development.

2. Care and Development

Summary

The child minder is experienced and has developed some effective policies and procedures to ensure children's health and safety needs are met. She has put in place a range of policies to promote positive outcomes for children. Some procedures need further development to ensure children receive child centred care at all times.

Our findings

2.1 How well do practitioners keep children safe and healthy?

The child minder ensures children's health and welfare is generally promoted. There is a safeguarding policy in place and she has booked to attend Advanced Safeguarding training within the next month. We discussed the need to make a log of any concerns. The child minder has undertaken Prevent training that deals with the duty to keep children safe from radicalisation and extremist views. We discussed the need to make a written recording of any existing injuries of children when they arrive at the service. Records showed no accidents or incidents had occurred since 2002. We asked the child minder to consider her threshold for recording situations even if children have no visible injuries.

The child minder has registered her business with the Food Standards Agency and she ensures her home is clean and infection free. We discussed the advice given within the Welsh Government Healthy Food Guidelines. This relates to providing young children with water or milk and avoiding any drinks that contain sugar. Snacks provided are healthy and parents supply children's main meals.

We observed the child minder changing nappies in the main living room where it is difficult to maintain the privacy and dignity of children as set out in the nappy changing policy. As it is also difficult to contain any resulting odour, we discussed moving this procedure elsewhere in the house.

The child minder has some good procedures in place to keep children safe and healthy. Some procedures need to be revised and reconsidered to ensure children receive care that is consistently good.

2.2 How well do practitioners manage interactions?

The child minder manages children's behaviour adequately. There is a behaviour management policy in place, which identifies positive methods to manage children's interactions. The child minder is respectful of children's needs and she provides children with clear boundaries within her home. She was consistent in her approach and showed regard for individual children and their age and stage of development. Children are encouraged to take responsibility for their own behaviour and we observed that some younger children regard older children as role models. The child minder was approachable and sensitive to the needs of individual children. She was fair and firm when addressing minor disagreements between children and provided

explanations as needed. The child minder encouraged children to listen to each other and to share crayons and other resources when they were making masks and when playing with the role-play kitchen.

The child minder promotes positive interactions, which enhances children's emotional well-being.

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

The child minder provides a caring environment and is responsive to children's needs. She has a good understanding of the preferences of the children in her care and encourages children to express their individuality. We saw her spending some time locating a favourite toy for a young child who was very happy as a result. The child minder does not keep track of the development of the pre-school children in her care. We discussed the need to observe the changing needs of the children and identify targets to promote positive outcomes. We saw photographic evidence of activities enjoyed by children and trips out to parks and leisure activities within the community. The child minder told us she promoted children's understanding about their own and other people's lives and beliefs. She organises activities to reflect diverse cultural and seasonal celebrations including Chinese New Year, Hanukkah and St David's Day.

The child minder provides activities for children based on their individual interests.

3. Environment

Summary

The premises provide an environment that is safe, clean and compact. Children do not have access to the patio area at the back of the house and use the ground floor facilities. The child minder must ensure all utilities receive regular checks and servicing.

Our findings

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

Established procedures consider some of the potential risks in and around the home. Risk assessments showed most hazards to children have been considered and made safe. The premises are secure and children are not able to leave the house without the knowledge of the child minder. Parents provide written permission for some children to leave the house and play with school friends unsupervised by the child minder. She told us she checks on these children regularly. We discussed the need for this practice to be formally risk assessed with any possible dangers identified and actions put in place to reduce risks. The child minder keeps daily records of children's attendance in her diary. The child minder has Public Liability Insurance. We saw evidence of gas servicing but the electrical system has not been checked since 2009. We therefore cannot be assured that the system is safe. The child minder contacted her property owner during our visit to arrange for a service. She intends to send us the certificate as soon as it is completed. Fire drills are carried out every two months and brief records are included in the child minder's daily diary. Fire drills need to be fully recorded and include names of participants and any details of hazards and consequent learning for the future.

The child minder has some adequate systems in place to ensure children's safety. A number of actions are required to complement existing safety systems.

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

The child minder ensures her home is clean and has enough resources for all children. However, on entering the premises a strong smell of tobacco smoke is evident. We could also smell scented candles, placed out of the reach of children, which the child minder uses to mask any odour. Consequently, the atmosphere within the home was not bright and airy. The child minder assured us she did not smoke when she cared for children. Children use the downstairs toilet, which is fresh and well maintained. The kitchen is also clean and hygienic. There is a family dog that is child friendly and the child minder told us that she puts the dog outside when children are present. A high gate prevents the dog from entering the kitchen.

The child minder ensures the environment is serviceable but must give further attention to the quality of the atmosphere.

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

The child minder ensures the range and quality of resources matches the development needs and preferences of the children in her care. She told us she regularly reviews and checks all resources and discards broken toys at once. Older children like watching television and playing games on their electronic devices. The child minder told us she carefully monitors the age appropriateness of all games.

Resources are of sufficient quantity and quality to meet the needs and preferences of all children.

4. Leadership and Management

Summary

The child minder has some effective procedures in place to manage her service. A more rigorous self-evaluation is needed to ensure improvements are identified and actioned. The child minder has not renewed the Disclosure and Barring Service (DBS) checks for herself, her husband or her two adult sons for two years. The service therefore does not meet the requirements of The Child Minding and Day Care Regulations 2010. Parents cannot be assured their children are cared for by a suitable practitioner and within a safe environment. We have issued a non-compliance notice in respect of this matter.

Our findings

4.1 How effective is leadership?

There are some systems in place to manage the service but they need to be strengthened to ensure the service operates effectively. The statement of purpose provides information about the service and states DBS checks are in place for the child minder and her family. This does not provide an accurate reflection of the service. Policies and procedures are available for parents to view and sent to prospective parents before registration. There is a complaints procedure and we asked the child minder to update it, to provide the correct information about the role of CIW. We discussed the need to maintain a record of any complaints made to her and how they were resolved as part of monitoring of the service. We found that the child minder was open and receptive to our recommendations. The child minder has little knowledge of the Welsh language and we did not hear the language used during our visit. We discussed methods of incorporating Welsh into daily activities.

Some improvements are needed to bring the service in line with the statutory requirements and National Minimum Standards (NMS) improving the leadership of her child minding business.

4.2 How effective is self-evaluation and planning for improvement?

The child minder has completed a quality of care review of her service. Questionnaires from parents provide information about what they think about the service. These are positive and include comments from some children. This information is not included in the quality of care report. We reminded the child minder that an evaluation must take into account the views of all service users. As the child minder stated in the report that she did not feel she could make any improvements to her service we asked her to reflect and use the NMS as a guide to improving some areas of development of her practice.

The child minder needs to promote a positive culture of continuous self-evaluation to enhance the quality of the service.

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

Management of resources is effective although the child minder does not employ any staff. She has completed all the necessary training, which includes safeguarding, paediatric first aid and food hygiene. Arrangements are in place with local registered child minders who can provide support in an event of an emergency.

The child minder is committed to maintaining her personal development and has a good back up system in place.

4.4 How effective are partnerships?

The child minder establishes trust and clear communication with parents.

Parents complete child information forms when they register their children and these contain all relevant information to keep children safe and well. Children settle into the service at their own pace and parents are encouraged to stay with their child for as long as needed. Parents update the child minder with information relating to children's changing needs as appropriate. The child minder sends photographs and messages using social media applications throughout the day as agreed by parents. She told us she has registered her business with the Information Commissioners Office and is aware of her obligations to maintain all data confidential.

The child minder builds positive relationships with parents, which benefit children.

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

None

5.2 Areas of non-compliance from this inspection

Disclosure and Barring Service checks – Regulation 8 (3) (a) Sch 1.30. The registered person has not renewed the Disclosure and Barring Service checks for herself, her husband or her two sons.

This is a serious concern and we have issued a non-compliance notice in respect of this matter.

5.3 Recommendations for improvement:

- Devise risk assessments for children going out to play unsupervised and for swimming activities, alongside all other activities;
- formalise a recording system for children's existing injuries;
- follow the Welsh Government's Healthy Food Guidelines which advises child care providers to offer only milk or water to children;
- ensure children's privacy and dignity is maintained when changing nappies;
- ensure a check on the electrical system at the premises is carried out and a copy of the certificate is sent to CIW;
- devise a system to assess and track children's development and include this information in children's individual files;
- increase the use of the Welsh language;
- provide detailed records of fire drills to include the names of participants and any hazards encountered and
- include information from children and parents on the quality of care report, evaluate the service and record how improvements will be made.

6. How we undertook this inspection

This was a full inspection which was undertaken as part of our normal schedule of inspections.

- One inspector undertook an unannounced visit to the service for six hours;
- we engaged with the six children present;
- we consulted with one parent;
- we looked at the information held by CIW which included the Self-assessment document (SASS);we looked at a wide range of records. These included the statement of purpose, risk assessments, copies of policies, which included safeguarding, safety records and monitoring records. We also looked at children's individual files and
- we made a visual check of the premises used by children.

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	Susan Hooper
Registered maximum number of places	6
Age range of children	Birth to 12 years
Opening hours	7.00-18.00 Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	6 March 2015
Dates of this inspection visit	24 October 2018
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 service 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 the service. We recommend the service consider the Welsh Government's 'More Than Just Words Follow-on Strategic Guidelines for the Welsh Language in Social Care'.
Additional Information:	



Care Inspectorate Wales
Children and Families (Wales) Measure 2010
Child Minding and Day Care (Wales) Regulations 2010
Non Compliance Notice

Child Minder

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website
www.careinspectorate.wales

Susan Hooper

Cardiff

Date of publication: **13 December 2018**

Leadership and Management	Our Ref: NONCO-00006857-XGVR
Non-compliance identified at this inspection	
Timescale for completion	12/12/18
Description of non-compliance/Action to be taken	Regulation number
The child minder has not ensured that Data and Barring Service (DBS) checks for herself as the registered person or for her husband and two adult sons who live at the same premises have been renewed.	8 (3) (a) Sch1.30
Evidence	
<ul style="list-style-type: none"> - The registered person is not compliant with regulation 8 (3) (a) Sch 1.30 - This is because the registered person has not ensured that DBS checks have been carried out for herself, her husband and two adult sons. - The evidence is that we saw the DBS certificates for the child minder, her husband and her two sons which expired in December 2013 and no checks have been carried out since this date; - The impact on people using the service is that parents can not be assured that their children are cared for by a suitable individual at her home as the Data and Barring Service checks have not been carried out for almost two years. 	