



Childcare Inspection Report on

Dawn Lee

Cardiff



Date Inspection Completed

08/04/2019

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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

Dawn Lee is based in the Whitchurch area of Cardiff. Her service is provided from her home and operates Monday to Friday throughout the year. The child minder is registered to care for a maximum of 10 children. The service is conducted through the medium of English with some inclusion of the Welsh language. The child minder has been registered since 1993.

Summary

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

1. Overall assessment

Children attending this service enjoy their time and are happy to attend. They are able to make choices over their play and they have access to an adequate range of play resources and a large garden for outdoor play. The child minder provides care in a calm and relaxed manner and has a good understanding of the children's needs and how to meet them. Parents and children benefit from a reliable and well run service, but some improvements are required in few isolated areas.

2. Improvements

The child minder has shown a commitment to her continuing professional development by undertaking training courses which support her in her role so she can provide good outcomes for children. These included training on promoting positive behaviour, understanding dyslexia and ADHD, and diverse topics related to safeguarding children.

3. Requirements and recommendations

We found the service to be compliant with the regulations. We have made recommendations regarding recording children's development, reviewing the quality of care provided, DBS checks and the service's Statement of Purpose.

1. Well-being

Good

Summary

Children in this service are able to make their own choices about their play and are supported to do this. They are settled, happy and confident, and they are forming friendships and feel valued. Their independence is promoted and they enjoy the range of play opportunities available to them.

Our findings

Children are encouraged to speak and express themselves, and their views are valued by the child minder. Children are encouraged to talk about their day during play and meal times, and the child minder takes her lead from them in respect of the activities provided. During the inspection, we saw a child play with cars and trucks on a car mat and toy garage and move quite freely between activities they wanted. The child minder gave the child options to help develop their play, and often offered to read books for the child, which they enjoyed. After school, the older children asked for what they wanted out and they chose playdough.

Children are secure, comfortable, happy and relaxed in the care of a child minder with whom they have developed a warm relationship. They are happy and confident to approach her, to seek comfort when necessary and are keen to interact with the child minder 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 had done in school 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 making with their playdough, sharing the equipment amongst them. They were encouraging of each other when they were all playing with playdough. They played collaboratively, and decided they were going to make one big Easter cake together out of the playdough and each of them made various parts to contribute. Everyone's contributions were valued and praised by the other children and the child minder. We also noted that they were polite and said please and thank you often 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 with both the playdough activity undertaken by the school-aged children and the selection of activities undertaken by pre-school aged children.

Children are developing across a range of skills. We saw that children are trusted to be independent. They are encouraged to access the upstairs bathroom independently, and the child minder does not dominate their play, allowing them freedom to develop their play between themselves.

2. Care and Development

Good

Summary

Children remain safe and healthy because the child minder has a good understanding of her responsibilities and has good procedures in place to support her within her role. She respects the children in her care and the decisions they make. Children and parents benefit from a practitioner who has a good understanding of individual children and is well able to meet their needs. The child minder provides activities which meet children's interests, helping to ensure they enjoy them and engage well with them.

Our findings

The child minder ensures that the service's policies and procedures are implemented to support the health, safety and well-being of children. She was able to speak competently about dealing with child protection concerns and refreshes her knowledge regularly. The child minder undertook paediatric first aid training in June 2017, developing appropriate knowledge should an emergency arise. Records showed that fire drills are undertaken regularly. The child minder records accidents, incidents and medication administered to minded children appropriately. Good hygiene and safe food preparation is a high priority within this service to ensure the safety of children with significant allergies. Food provision for children is nutritious and balanced.

The child minder sets realistic boundaries for children's behaviour. She is a good role model and uses a consistent approach to managing behaviour, taking into account children's age and understanding. The child minder was positive and warm and was proactive in praising the children. No significant issues of unwanted behaviour occurred during the inspection, largely thanks to the positive approach taken.

The child minder provides a nurturing and caring environment in which children's needs are met. She is aware of some of the principles of the Foundation Phase curriculum and was able to speak to us about some of the different skills she was hoping to develop in the children through the activities she provides. We observed the child minder developing a learning point with a child. They discussed the role of an ambulance when a child was playing with toy cars and ambulances on a car mat. The child minder then found a book to support their discussion. She told us that she takes into account children's interest and abilities when planning activities, as well as considering seasons and festivals through the year to incorporate themes. However, records of children's development are not maintained. The child minder introduces children to basic Welsh and includes Welsh vocabulary where possible.

3. Environment

Adequate

Summary

Children benefit from a safe, secure and well maintained environment, with access to outdoor play at the home, and a suitable selection of resources which are appropriately maintained.

Our findings

Parents can be confident that the all areas used by children are safe and well maintained. The child minder has identified and addressed the majority of risks in the home. We saw that the rooms in the home that children access were well maintained and decorated. We examined the risk assessments for the service and found that they were suitable and kept under review. We also found the child minder was using any accident records to inform and update any relevant risk assessments. A safety check for the gas system within the premises had been conducted within the last 12 months and valid insurance cover for Public Liability was in place.

Children's well-being is promoted within the home because the facilities and equipment provided meet the children's needs. The lounge, which acts as the main play space, was decorated in a child-friendly way, with pictures and children's work displayed which is inviting to children and promotes their self-esteem. Resources are stored accessibly, which allows children to select some of them independently, facilitating their free choice. The home benefits from a large garden with a selection of toys. The garden was out of bounds during the week of the inspection due to an assessment of risk undertaken by the child minder around construction work being undertaken in the neighbouring garden. The child minder told us that she was taking the children off site to play outside, such as to a local park, or a nature reserve which was very close by.

Children have access to toys and equipment that are age appropriate and suitable to their needs. We saw that the resources at the service covered a suitable range of play opportunities. There were books, small world toys (such as cars and trains), craft resources, play dough and role play resources which the children enjoyed using. We saw children freely accessing some of the stored resources on occasions, finding what they wanted to play with from what was available. The child minder told us she is mindful to clean the resources on a regular basis.

4. Leadership and Management

Adequate

Summary

Parents and children receive a consistent service which is generally well run, with adequate regard paid to the regulations and National Minimum Standards. Suitable policies are in place which outline the service and this ensures that parents have sufficient information available to them to make an informed choice about using the service. The child minder is proactive in planning for her continuing professional development and also in sharing information with parents and families.

Our findings

Children and parents benefit from a well run and planned service. The child minder has a Statement of Purpose in place which she told us she shares with parents. During our visit, this document did not contain all of the information required by the regulations, despite this being highlighted on the previous CIW inspection report. The service was therefore not meeting its legal responsibilities. In the days following the inspection, the child minder made corrections and resubmitted the Statement of Purpose to CIW. This contained most of the necessary information and we have provided feedback as to the remaining information required. We examined the service's policies and found them to be appropriate and thorough. A small number of policies would have benefitted from some additional information. This was discussed with the child minder and she made the amendments after our visit and submitted them to CIW. The register of children's attendance contained all necessary information and is completed in a timely manner. Children's records also contained of the required information.

There is a system in place to ensure that a formal self evaluation of the service is undertaken on at least an annual basis but the review is not sufficiently robust. The Quality of Care report demonstrated that the child minder had consulted with parents to gain their feedback about the service. However, there was no evidence of consultation with children. Additionally, no action plan for the next 12 months was included and there was little acknowledgement of the progress made in previous 12 months.

We observed the child minder to be well organised and we saw that this allowed her to remain calm whilst delivering care. Examples of this included having children's snack prepared and at hand for when it is needed. This calm and relaxed care environment has a positive impact on the children's mood and their interactions. Procedures are in place to ensure the person caring for children is suitable and qualified to do so. The

child minder and members of her household over the age of 15 years each have current DBS checks in place. However, on the last occasion each were renewed, the previous check had been allowed to expire by one month at the time the new checks were issued. The child minder has shown a commitment to her continuing professional development by undertaking several training courses to further improve her understanding of child care and related matters. There are contingency plans in place to deal with emergencies and a nominated child minder is in place who can be called upon in an emergency.

Children have their needs and preferences identified and parents know how these will be met. A child record form is completed by parents so that the child minder has the information necessary to meet their needs, such as the child's likes and dislikes, routines and development. Policies and procedures outline how the service operates and are shared with parents. Parents are kept involved and informed about their child's activities. The child minder speaks with parents daily to inform them of how their child has been whilst in her care.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Records of development must be maintained for children;
- the Quality of Care report should be strengthened to demonstrate consultation with children, and include an action plan for the next 12 months and consideration of the progress made in previous 12 months;
- the system to ensure DBS check are renewed before they expire must be improved; and
- the Statement of Purpose should include information on routines, term and conditions, the admissions policy, whether the child minder is a foster carer and the contact details of the child minder.

6. How we undertook this inspection

This was a full inspection undertaken as part of our normal schedule of inspections. We considered the following information as part of the inspection process:

- One inspector undertook an unannounced visit to the service. We visited the service in two visits across one day to observe children and the care they received;
- we reviewed information held by CIW;
- we undertook a visual inspection of the premises;
- we spoke to a number of children throughout the visits; and
- we looked at a wide range of records. These included the Statement of Purpose, policies, health and safety records and children's records.

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	Dawn Lee
Registered maximum number of places	10
Age range of children	Birth to 12 years
Opening hours	7:45 to 17:30, Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	30 June 2015
Date of this inspection visit	8 April 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. 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> <p>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.</p>
Additional Information: None	

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