



Childcare Inspection Report on

Pauline Mahoney

Cardiff



Date Inspection Completed

13/06/2019

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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 is registered with CIW (Care Inspectorate Wales) to provide care for no more than six children under the age of 12 years. She operates from her family home which is located in a residential area on the outskirts of Cardiff. The child minder also cares for children in their own homes, although this service is not regulated by CIW. She provides care for children with additional complex needs and therefore often provides one to one or two to one support. Care is provided through the medium of English.

Summary

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

1. Overall assessment

Outcomes for children are very good. Children are cared for on a 1:1 or 2:1 basis or as their needs require. The child minder maintains her professional development and has an excellent understanding of individual children's needs. She builds warm, caring relationships with the children who feel relaxed and secure in her care. The environment is safe and is suitable to meet children's needs. She is organised and professional in her management of the service which runs very smoothly,

2. Improvements

The child minder had addressed both recommendations from the previous inspection. She had sought professional advice and updated risk assessments regarding the use of the upstairs bedroom to ensure as children get older their needs continue to be safely met.

3. Requirements and recommendations

There were no non-compliance issues identified at this inspection. However, we made some recommendations in respect of record keeping elements of the service and these are outlined in section 5.2 at the end of this report.

1. Well-being

Good

Summary

Children are comfortable and relaxed with the child minder. They are encouraged to communicate their needs, and their choices are treated with dignity and respect. Children enjoy the opportunities and activities that the child minder enables them to participate in and they enjoy their time spent in her company. Children are encouraged to be as independent as possible.

Our findings

Children are given the space and opportunity to communicate their needs and are encouraged to express their preferences whenever possible. Their views are valued by the child minder. Children's non-verbal cues are responded to promptly with care and attention. The child minder understands the value and importance of effective communication in order to meet children's needs and is responsive and nurturing. We saw that the child present chose to relax and sleep after a busy school day and this was supported by the child minder. She had developed a smiley face sticker system that children could use within children's questionnaires and used this feedback when reviewing her service.

Children have formed very positive relationships with the child minder and appear happy and relaxed in her care. We observed the child minder settle the child after collecting them from school and there were excellent interactions with good eye contact and physical support. The child responded positively to the child minder and obviously felt very secure in the care they receive. Activities are tailored to the children's likes, dislikes and abilities, and the child minder enables the children to select their play preferences. Children feel happy, secure and valued, as they receive help with care tasks and with their play and learning.

Children respond well to the child minder and the boundaries she sets. We noted that the children were mostly calm and relaxed. They are developing positive relationships with the child minder. The child minder told us that she usually supports children on a 1:1 basis or a 2:1 basis with another child minder and is therefore able to support children to develop their social skills. We saw that children looked to the child minder for reassurance and they obviously enjoyed each other's company.

Children enjoy the activities on offer. There is an appropriate variety of resources accessible for them to promote their development and they are encouraged to engage in activities and use toys and equipment of particular interest to them. We saw that the child minder was alongside them for help and assistance when needed. We noted that she held every day conversations with the children to encourage them to sustain interest and focus. Throughout our observations, we noted that the children received positive feedback and encouragement promoting their self-esteem.

Children are learning appropriately in line with their stage of development. They are developing as much independence as possible because of the child minder's good balance of support and standing back when necessary. The child minder is very attuned to

individual children's needs and has the patience to go at their pace identifying and celebrating children's progress.

2. Care and Development

Good

Summary

The child minder is suitably qualified and experienced and children receive appropriate care in a warm, inclusive and supportive manner. She works closely with professionals to ensure she understands and can meet the individual needs of children in order to promote their learning and development.

Our findings

The child minder is very experienced in her role and implements routines and procedures that promote children's health and safety. She has a current paediatric first aid certificate, procedures for administering medication and specific training to meet the individual health needs of the children she cares for. She was very knowledgeable regarding her safeguarding responsibilities and the procedures she would take to manage any child protection matters. She had undertaken specific safeguarding training relating to children with disabilities and also manual handling training. We noted that she had undertaken 'Prevent' training, the government initiative to identify and respond to children who may display radicalised or extremist views. However, the safeguarding policy should now contain this information. We saw that fresh drinking water is readily available for the children to keep them hydrated and that food and appropriate nutrition, in accordance with children's dietary needs, is understood and provided to them. We noted that permission forms are in place including seeking medical attention. Appropriate hygiene routines are in place to promote children's good health, including good nappy changing procedures. Fire drills with children are practised monthly and recorded routinely, ensuring that children are familiar with these procedures. We viewed the child minder's accident/incident/medication records and noted that they are robustly recorded and monitored. She completes a variety of training to support the needs of children and ensures specific health care plans and risk assessments are in place.

Children experience appropriate responsive care from a carer who has an up to date understanding of their individual needs and preferences. The child minder told us that she cares for children with a range of communication needs and adapts her approach accordingly. The child minder had a range of sensory toys available should children wish to play with them. As some of the children did not have effective verbal communication skills the child minder demonstrated that she was very aware of children's body language, mood and behaviour and ensured she maintained good communication with parents and other professionals involved in caring for the children. She said she was able to identify if a child was ill, relaxed, upset or angry by the way they physically presented. Through training and working in partnership with health professionals, she had developed a range of communication and positive behaviour management strategies to manage children's behaviour and promote good interactions. She had undertaken risk assessments of children's behaviour and when necessary works with a second child minder to support children appropriately.

The child minder provides a good range of activities to meet children's individual needs. She is aware that it can be difficult for children with complex needs to access community facilities and therefore often visits resources such as the local parks, visual impairment

playgroup and soft play areas. This enables the children to experience different environments to promote their social and independence skills.

3. Environment

Good

Summary

The child minder's home is well maintained, clean, tidy, light and airy. Thought had been given as to how the space could be safely used in order to meet the complex needs of the children who visit. Areas used for child care are kept secure and the child minder makes daily visual checks to ensure that they are safe. Written risk assessments are also in place in relation to each child and their specific needs within the environment.

Our findings

Children are safe because the environment is kept secure and very well maintained. The front door was kept locked during the inspection. Smoke alarms are in place, a fire blanket is secured to the wall in the kitchen, a first aid kit is easily accessible at all times and she had also installed carbon monoxide alarms. A gas safety certificate and public liability insurance was in place. We observed the child minder paying close attention to the children to supervise them and ensure their safety. Daily visual checks and regular risk assessments are undertaken to remove or minimise any risks to children.

The home is suitable for the children to remain safe and appropriately stimulated. Areas are well decorated and furnished and provide suitable space for children to rest and play. The living room has a large sofa for resting and the child minder had sought professional support and advice to ensure that any specialist equipment required to meet the needs of the minded children had as far as possible been identified and supplied. She had also, for example, invested in an adapted vehicle so that she can transport children who use wheelchairs.

Resources and equipment are of a good standard to support children's learning and development. The child minder has an appropriate range of resources to promote children's development and keep them engaged and stimulated. She ensures that equipment is in good working order and meets the developmental needs of children.

4. Leadership and Management

Good

Summary

The child minder has well organised systems in place to manage the setting. She implements her policies and procedures to operate her business smoothly and reviews her service annually. She builds good working relationships with parents, schools, health and social services professionals.

Our findings

The child minder has in place all required policies and procedures for managing her service. We read the statement of purpose and saw that it had been reviewed but needed further updating to include emergency procedures, age range of children as she also cares for children over 12 years and correct CIW details. The child minder said she would address promptly. The child minder records children's accurate times of attendance on a register. We saw evidence of detailed information that has been shared with parents, children's contracts and health care plans. Disclosure and Barring Service checks are in place for all household members over the age of 16 years. The child minder annually reviews her service to identify improvements. She had devised child friendly questionnaires to maximise children's participation and had also consulted with parents as part of the annual review. A complaints procedure is in place, and the child minder confirmed that no complaints had been received.

The child minder does not employ any staff. She is very experienced in her role and manages her own professional development well. She has undertaken training to update her skills and to enable her to carry out her responsibilities. We noted that a particular strength of the service was the dedication to ensuring children with complex needs are cared for appropriately. Specific training to support identified needs is undertaken to ensure her understanding of the children's current health needs is up to date. She has appropriate procedures in place for meeting the necessary standards and providing a reliable service to parents.

The child minder understands the importance of building good relationships and sharing information in order to meet children's needs safely and professionally. Settling in sessions are offered when children start, to ensure that the child minder can meet their needs and parents understand the service provided. She also attends Team Around the Child meetings in order to fully gather and exchange information with the professionals involved with children's care. The child minder ensures that appropriate information is shared with parents on an on-going basis. Records and questionnaires we saw from parents, children and professionals demonstrate that her service is highly valued.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Update safeguarding policy with 'Prevent' information and procedures and
- review statement of purpose.

6. How we undertook this inspection

This was a scheduled inspection as part of our normal schedule of inspections. One inspector undertook one announced visit to the service and spent approximately three and a half hours with the child minder and one child in her care after school. The inspection was conducted in one day;

- Observations of the child minder's interactions with the child were undertaken throughout the after school period;
- we reviewed all information held by CIW;
- we examined a range of documentation, including policies, procedures, record sheets, children's files and log sheets and
- our findings were fed back to the child minder at the end of the inspection.

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	Pauline Mahoney
Registered maximum number of places	6
Age range of children	Under 18 years
Opening hours	Monday to Friday 7.30 am to 6.30 pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	19 February 2015
Dates of this inspection visit	13 June 2019
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 is a service that does not provide an 'Active Offer' of the Welsh language. 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: The child minder offers a high level of flexibility to families with children with complex needs.	

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