



Childcare Inspection Report on

Wendy Phelps

Abertillery



Date Inspection Completed

20/05/2019

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Description of the service

The child minder has been registered since September 2003 to provide home based child care for a maximum of five children up to the age of 12 years. She operates from her semi-detached home in a residential area close to the centre of Abertillery. Children have access to the ground floor facilities, including a dedicated playroom and the enclosed front garden. The main language of the service is English. There were two children present during the inspection.

Summary

1. Overall assessment

The child minder has good relationships with children who are happy and settled in her care. Children are confident to approach her and know they will be listened to. The environment is generally safe and well maintained. There are a suitable range of resources easily accessible to children. Paperwork is of an adequate standard and meets the requirements of the Child Minding and Day Care Regulations (2010) Wales and National Minimum Standards.

2. Improvements

The child minder has ensured that Disclosure and Barring Service (DBS) checks for herself and her family who live at the premises are up to date.

3. Requirements and recommendations

There were no areas of non-compliance identified at this inspection. Good practice recommendations, mainly in relation to leadership and management and care and development, are summarised towards the end of the report.

1. Well-being

Summary

Children are happy and settled at the service and have warm relationships with the child minder. They are confident to communicate because they know they will be listened to. There are suitable opportunities for children to lead their own play and follow their interests.

Our findings

Children are confident to communicate because they know their opinions are respected. There are opportunities for children to follow their interests and choose the activities they take part in. For example, the child minder told us that children had brought vegetable peelings from home because they wanted to feed the horse in a nearby field. We observed children making choices to play either inside or in the garden and their wishes were respected by the child minder. The child minder recognised non-verbal cues from the children. For example, she realised that a younger child was tired and took them inside to rest on the sofa.

We heard the child minder chatting to children about their families and what they were doing in school, helping to give them a sense of belonging. There was lots of praise given for achievements and it was evident, through smiles and laughter that children responded well to this. We saw that children sought out affection and cuddles from the child minder, showing that they were very comfortable in her care.

Children interact well with the child minder and each other. We observed two children playing together outside. The older child was very understanding of the needs of the younger child and played gently, crawling through a tunnel to find each other. Children responded positively to requests from the child minder and helped with tasks such as tidying up and putting resources away. They understood the expectations of behaviour as the child minder gave consistent reminders such as 'be gentle', 'please' and 'thank you'.

Children enjoy their time at the service. They were engaged in activities for an appropriate time, depending on their age and stage of development. There was time for uninterrupted play. For example we observed one child playing in the role play kitchen, making pasta and offering it to the child minder who joined in enthusiastically with the game.

Children persevere to complete tasks and receive appropriate support from the child minder to learn new skills. We observed children using recyclable materials to build a rocket. They talked to the child minder about what they wanted to do and she supported them well, modelling how to use scissors and cut sellotape.

2. Care and Development

Summary

Overall, the child minder operates a safe service. She manages interactions well and has a good understanding of children's individual needs. However, the child minder does not currently complete formal planning or observations of children's progress.

Our findings

The child minder has all relevant training such as paediatric first aid and food hygiene. She is fully aware of her responsibility in safeguarding children, although she should update her knowledge on 'Prevent'. This requires all child care providers to have due regard to the need to prevent people from being drawn into extremism and radicalisation.

The child minder provides children with drinks and snacks and is registered with the Food Standards Agency. We heard reminders to the children to take plenty of drinks as the weather was warm. However, we noted that children were served biscuits and squash and recommend that the child minder refers to the Welsh Government guidance on nutrition in order to provide a healthier option. The child minder recognises the need for children to be physically active and provides plenty of opportunities for outside play as well as walks and trips to local areas to feed the horse and ducks.

The child minder manages interactions well. She has a calm and gentle manner with the children and this leads to good behaviour and a calm and relaxed atmosphere. She gives lots of praise for positive behaviour and consistently reminds children of her expectations. For example, we heard the child minder reminding the children about good manners, to be kind and to share toys. Children responded very well to the child minder and were eager to please.

The child minder understands children's individual needs and preferences. She provides appropriate activities to allow children to develop skills such as cutting, sticking and painting. Through conversations with the children, she provides good opportunities for language development such as colours and numbers with younger children. The child minder keeps a daily diary which includes specific activities she intends to do with the children, such as trips and visits. However, she does not currently produce any formal planning. We spoke to the child minder about how she supports children's development. Whilst she knew their developmental stages, she does not carry out formal observations of progress and does not record their next steps in learning.

3. Environment

Summary

The child minder's home is warm and welcoming. It is safe, secure and maintained to a good standard. The level front garden is available for children to play. The child minder provides an adequate range of play and learning resources, which are easily accessible to children. However, the outside play space should be reviewed to ensure that large play equipment is properly maintained and located away from hazards.

Our findings

The child minder ensures that the premises are secure. The front door is kept locked and visitors are required to sign in. Daily checks of the premises are carried out and a risk assessment is in place for the pet parrot. We saw that all safety checks for gas and electricity were up to date and appropriate insurance is in place. The child minder practices regular emergency evacuation drills with the children and keeps appropriate records. The child minder ensures that children only have supervised access to the kitchen, which is secured with a safety gate. However, we noted that cupboards containing items such as cleaning fluids did not have safety catches and this is something that should be addressed. The outside play space to the front of the house is secure and the children are well supervised using this space. However, we noted that the trampoline, which children were seen using, was located in the corner of the garden, in very close proximity to two walls. The safety pads surrounding the trampoline were also in poor condition. This was discussed with the child minder, who told us that she had recently ordered replacement pads. She acknowledged that the location of the trampoline was unsafe and agreed to either look for an alternative space or remove it.

The environment is warm and welcoming and children have access to a dedicated playroom. The child minder has appropriately sized furniture for activities such as craft and painting. There is plenty of space for children to move freely and have quiet, relaxing times. Resources are mostly stored at low level and can be easily accessed by children. This allows them to be independent and choose what they would like to play with. Children have access to a downstairs toilet and we saw that steps were in place to support children's independence in toileting and hand washing.

There is an adequate range of resources that are suitable for the age range of the children. Art and craft materials were available and resources were seen to be clean and in good repair. The resources appealed to the children's interests and they were motivated to play with them.

4. Leadership and Management

Summary

The child minder runs her service adequately to ensure she generally complies with Regulations and National Minimum Standards. Policies and procedures are in place and generally reviewed annually. Self evaluation of the service needs to be improved to ensure there is on-going improvement.

Our findings

The child minder has a statement of purpose that outlines what the service provides, allowing parents to make an informed choice about the suitability for their child. Appropriate policies and procedures are in place and are generally reviewed and dated. However we saw that some policies had not been recently reviewed to ensure they are up to date with current practice. For example, the safeguarding policy did not include information on 'Prevent' which is a government strategy requiring all child care providers to have due regard to the risk of extremism and radicalisation. A complaints policy is available and we were told by the child minder that she has not received any complaints. We discussed the need to update the role of Care Inspectorate Wales (CIW) in the procedure. We also noted that whilst accident and incident forms were available, no accidents had been recorded. The child minder informed us that there have not been any serious accidents and minor bumps and scrapes were discussed with parents when they collect children. An accurate register is kept of children's times of attendance and we saw that ratios are consistently adhered to.

The child minder has previously completed a quality of care report as required by regulations, but this has not been completed for this year. We discussed with the child minder the need to undertake an annual self evaluation of the service, which draws upon the views of parents and children. This will ensure that she identifies areas for improvement and the service is subject to on-going improvement. She agreed that she would complete a quality of care report for this year.

The child minder does not employ additional staff but manages her service adequately to ensure she works within the National Minimum Standards. She ensures that her training, Disclosure and Barring Service (DBS) checks for her and her family, and safety checks for gas and electricity are up to date. She ensures that her training is current and up to date and has agreed a back up child minder in case of an emergency, which parents are informed of. Children's contracts are maintained and appropriate permissions are sought. Parents are kept informed through verbal feedback. The child minder is flexible in her hours of care and gives parents plenty of notice of holidays so that alternative arrangements can be made.

5. Improvements required and recommended following this inspection

5.2 Areas of non compliance from previous inspections

None

5.3 Recommendations for improvement

- Update knowledge of 'Prevent' and include information in the safeguarding policy;
- refer to latest Welsh Government guidance on nutrition and review choices for drinks and snacks;
- review the procedure for the recording of activity planning;
- develop a procedure for observing the progress and identifying next steps in development for younger children not attending an educational provision;
- ensure that large, outdoor play equipment is located safely and well maintained;
- ensure that all accidents are appropriately recorded and
- develop a system for self evaluation and planning for improvement.

6. How we undertook this inspection

One inspector undertook an unannounced inspection as part of our normal schedule of inspections. Approximately six hours were spent at the child minder's home. The following methodology was used to gather evidence for this report:

- Observations of care routines and practices;
- discussion with the child minder;
- conversation with children;
- visual inspection of both inside and outside play areas;
- consideration of information held by CIW such as notifications and previous inspection reports and
- sight of a range of policies and procedures.

Feedback was provided 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	Wendy Phelps
Registered maximum number of places	5
Age range of children	Birth – 12 years
Opening hours	7.00am – 6.00pm (flexible) Monday - Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	10 February 2015
Dates of this inspection visit(s)	20 May 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 the service. This is because the service is situated in a primarily English speaking area. However, we recommend that the service provider considers the Welsh Government's 'More Than Just words' strategic guidance for Welsh language in social care.
Additional Information: None	

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