



# Childcare Inspection Report on

**Alexa Jones**

**Blaenau Ffestiniog**



**Date Inspection Completed**

02 July 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

Alexa Jones is registered to care for 5 children from her home in Blaenau Ffestiniog, where she lives with her family. Children up to 12 years old can attend the service. The service is open from 8:00 until 18:00, Monday to Friday, except bank holidays. The house is in a fairly rural area with opportunities to play outdoors in the park opposite the house. This is a service which is run through the medium of Welsh and which offers the Welsh Language Active Offer.

## Summary of our findings

Theme	Rating
<a href="#"><u>Well-being</u></a>	Good
<a href="#"><u>Care and Development</u></a>	Good
<a href="#"><u>Environment</u></a>	Good
<a href="#"><u>Leadership and Management</u></a>	Good

## Summary of our findings

### 1. Overall assessment

Children who attend this service are happy, content and truly enjoy their time there. A wide range of activities is on offer which promotes children's development and happiness and enables them to make their own decisions and choices. The child minder responds to children's needs and requirements and we found that an affectionate and caring relationship had developed between them. The child minder is experienced and well motivated. She is determined to change the lives of the children in her care for the better. The environment is safe and suitable and there is a wide range of resources for them.

### 2. Improvements

During the inspection we discussed the lack of content in the Statement of Purpose and a comprehensive updated version was sent to the inspector by the end of the day. The Quality of Care Report was also sent, along with a grid that the child minder had designed to record policy reviews and updates.

### 3. Requirements and recommendations

We have recorded one recommendation regarding the Environment and two regarding Leadership and Management. The child minder should ensure that records for

cleaning equipment and resources are available as well as those regarding policy reviews. She should also provide an action plan for developing the service.

## 1. Well-being

Good

### Summary

Children are happy, confident and comfortable and they enjoy their time with the child minder. They communicate well with the child minder and their wishes are listened to. They feel happy in their environment, and this facilitates their development and fosters their independence. Children interact well and they have developed a close and warm relationship with the child minder. Their individual needs are met in a timely manner.

### Our findings

The child's voice is listened to in this service. We heard children asking to play the shark game and their request was listened to at once. We also heard children responding to the question – 'be ti isio i snac?' (what would you like for snack?) and choosing from the fruit that was available. We noted that children were consistently encouraged to communicate in Welsh and that the youngest were given constant support in pronouncing words, developing their literacy skills. Children express themselves exceptionally well and their home language is celebrated and promoted.

Children are happy and they feel contented and safe because of the warm relationship they have with the child minder. Children were cuddled when they needed it and they were praised consistently. Children were reminded consistently about the health and safety arrangements, for example they were told not to put toys in their mouth, how to wash their hands clean, how to walk down the stairs safely and to speak to one another kindly. There was a clear routine to the day's activities and it was obvious that children had a strong sense of belonging and that they were very familiar with the daily routines, especially the practice of having quiet time or a short nap after lunch. Children were confident enough to chat with the inspector and they expressed enthusiasm and enjoyment, and one wanted to sit on their lap to hear a story.

Children are very polite and did not need to be prompted to behave courteously as they did so naturally. We saw children playing with farm toys together, which shows that they know how to share and interact. We heard children being encouraged to listen to the views of others and to respect others, which further developed their interaction skills. During a period of play in the park, we saw the concern children showed for each other while playing the 'Fox' game with the child minder, as they helped one another get to the safe space. Children are fully committed to showing people respect consistently.

Children are lively and motivated, and fully engaged with their play and learning. We saw children responding enthusiastically to the questions during story time, and children were given valuable opportunities to expand their abilities. They enjoy engaging and stimulating

opportunities indoors and outdoors, and are very enthusiastic. They are also given opportunities for quiet relaxation or individual play should they wish to do so. Children were eager to include the inspector in their play and offered food from the café frequently and asked for help playing with the dough.

Children are given good opportunities to develop their independence skills, which enables them to do things for themselves successfully. We saw children being given the opportunity to foster their independence using the toilet, with only the youngest children asking for assistance. All children succeeded in washing their hands independently. Children's physical development is fully promoted through effective use of the space in the playground opposite the house as children played on the swings and played a game which involved a good deal of running. Children were encouraged to be aware of their responsibilities and to help one another during tidy-up time.

## **2. Care and Development**

**Good**

### **Summary**

The child minder keeps children safe and promotes healthy living. Children's interaction is managed well and the child minder has created a homely and caring atmosphere. Children's development is promoted and the child minder shows a full understanding of key procedures and policies.

### **Our findings**

Children's health and safety are prioritised in this service. The child minder operates clear and dedicated policies and procedures and implements them consistently. She applies effective practices and maintains order to keep the environment safe and clean. In conversation, we were satisfied that the child minder prioritises safety and thoroughly understands her responsibility to protect children. Fire drills are logged and carried out regularly and there is a comprehensive first aid kit. The child minder attends courses regularly to ensure that her knowledge of health and safety is up to date. The child minder promoted healthy living by making sure that children always had drinking water, that they were given a healthy snack and that they were given frequent opportunities to play in the fresh air. Children were reminded about hygiene and safety rules regularly during all activities.

The child minder understands how to manage behaviour and applies behaviour management strategies in a consistent manner. She knows the children well and demonstrates excellent knowledge of their development and how this, as well as other elements, can affect their behaviour. The speech development of children who were experiencing difficulty developing oracy skills was given special attention, focussing on the sounds of the different letters in turn. We saw children having a disagreement about toys, and the matter was addressed at once by patiently explaining to the children how to share and take turns. The child minder praised children for being kind to one another, for example, when one child fetched a toy for another child for story time. Children were also urged to say thank-you and to speak kindly to one another. The child minder acted as a very good role model, dealing with the children consistently and respectfully.

The child minder had extensive knowledge of the development of the children in her care and she is committed to offering a wide range of play and learning activities. She made sure that games involved the development of a specific skill such as practising counting while the children played a fishing game. She spends time effectively by chatting with the children to develop their language skills and offering help and support to those having trouble with pronunciation. We observed a lovely example of this when the child minder and the children were playing in the toy kitchen, chatting as they mixed a cake, baked it and



then ate it. Also, while the children were having a story the child minder would ask questions to increase the children's understanding, and repeat words frequently to improve oracy skills and meet individual needs. Children were encouraged to help, to wait their turn and to observe safety rules throughout all periods of play.

### **3. Environment**

**Good**

#### **Summary**

The child minder provides care in suitable rooms in her home. The table and chairs in the lounge are suitable for meals and artwork. They sometimes play games in the entrance hall of the house as well. The toilet is upstairs and there is a procedure in place to safeguard children while using the stairs. There is a public playground opposite the house enclosed by a strong fence where the children often play. There is a procedure in place to safeguard children when crossing the road.

#### **Our findings**

The child minder has effective measures in place to ensure children's safety and well-being. The child minder climbed the stairs with the children in order to use the toilet and made sure that everyone was safe on the way up and down. There was no safety gate at the bottom of the stairs, but the child minder had assessed the risk and the children were aware of the dangers. The environment was safe and well maintained. There were regular cleaning procedures in place which reflect good hygiene practices. Toys and blankets were very clean and reflected the regular cleaning routine. We saw that each child had their own towel which was replaced each day. The door of the house is kept locked at all times. The child minder had completed general risk assessments and an effective fire risk assessment along with records showing that they are reviewed regularly.

The child minder makes sure that the environment includes a good indoor play area which allows children to play freely. Toys had been set out to ensure that children were able to choose their activities. The child minder makes effective use of the playground opposite the house as often as possible. Rain suits are provided so that they can go out in all weather. The environment was welcoming with a display of children's work and relevant information on the door of the lounge.

The child minder ensures that toys and resources are accessible to the children and responds in a timely manner should a child ask for a specific game which needs to be fetched. The child minder made sure that all resources were clean, well-maintained and safe. We recommend that the child minder keep a record of this routine in her diary. There were many resources to engage the children and we were told that toys are rotated in order to maintain their interest. We saw pictures of the children playing with different toys and enjoying a range of activities. The child minder sparked the children's interest in recycling by getting them to help with the recycling bin as well as by using recycled items for artwork.

## 4. Leadership and Management

Good

### Summary

The child minder understands and exercises her responsibilities with respect to regulations. She ensures that she attends relevant courses in order to improve and develop the service.

### Our findings

The child minder has a specific vision for the service and she makes sure her knowledge is up to date and familiarises herself with the policies in order to develop further. She has a detailed and complete file of policies in place and she ensures that the procedures are reflected in her daily practice. Records regarding reviewing risk assessments are kept, and we recommended that the child minder keep a record of updates to her policies as well. We also recommended that she keep a record of reviews of policies as well. Although there was no up to date statement of purpose available during the inspection, one was sent on by the end of the day. The child minder was reminded to send a copy to Care Inspectorate Wales (CIW). We saw a sample of children's files and noted that they were complete and up to date. The child minder showed full understanding of her responsibility to promote the Welsh language by providing Welsh books, promoting familiarity with Welsh characters suitable for children and including Welsh holidays in her plan of activities.

The child minder carries out self-evaluation. Children were given opportunities to complete questionnaires to express their views on different aspects of the care and the activities. We saw a sample of these questionnaires and the positive responses. The child minder also gives questionnaires to parents although there were no examples of any which had been returned for us to see. The child minder told us that she has a meeting with each parent once a year to discuss children's progress and any problems. We saw examples of the diaries and records the child minder provided for this discussion. The child minder also ensured that she always had time every day to discuss any issues that might arise. The Quality of Care Report reflected the service's strengths and weaknesses throughout the year. We recommend that the child minder draft an action plan to address the development of the service.

The child minder takes her duties seriously and is self-disciplined. She worked tirelessly to keep full control of her time and her resources. She makes sure that all systems for communicating and engaging with parents are working well. Parents were informed about their children by means of a daily contact diary should they wish, or an informal chat when coming to collect their children. Unfortunately we did not have an opportunity to discuss this with parents. The child minder also interacted with other child minders in order to give children extended opportunities to interact with their peers. Parents are informed about their children's progress on a weekly basis through weekly praise cards. The consistency of these practices meant that children benefited from the steps that were taken.

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

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

None

### **5.2 Recommendations for improvement**

- 1) Keep a record of when toy and resources are cleaned
- 2) Keep a record of policy reviews
- 3) Draft an action plan to develop the service

## **6. How we undertook this inspection**

This was an unannounced visit although we phoned a short time beforehand to confirm on which days and when the child minder would be available. The inspection was conducted on Tuesday 2 July 2019 between the hours of 9:10 and 14:10. This included time to provide feedback. We observed indoor and outdoor activities. Also:

- we looked at existing CIW information – namely the Statement of Purpose, the report from the previous inspection, responses to the Self-assessment;
- we spoke with the child minder herself;
- we looked at a wide range of documents, policies and procedures, children's files, risk assessments and the accident book and
- we observed a range of activities during the inspection and we spoke with the children.

Further information about what we do can be found on our website:

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## 7. About the service

<b>Type of care provided</b>	<b>Child Minder</b>
<b>Registered Person(s)</b>	<b>Alexa Jones</b>
<b>Registered maximum number of places</b>	<b>5</b>
<b>Age range of children</b>	<b>Up to 12 years old</b>
<b>Opening hours</b>	<b>Monday to Friday 8:00 – 18:00</b>
<b>Operating language of the service</b>	<b>Welsh</b>
<b>Date of previous Care Inspectorate Wales inspection</b>	<b>25 November 2016</b>
<b>Dates of this inspection visit</b>	<b>02 July 2019</b>
<b>Is this a Flying Start service?</b>	<b>No</b>
<b>Is early years education for three and four year olds provided at the service?</b>	<b>No</b>
<b>Does this service provide the Welsh Language active offer?</b>	<b>This service provides the Welsh Language active offer in every possible way.</b>
<b>Additional information:</b>	

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