



Childcare Inspection Report on

Sally Westall

Llantwit Major

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

16/10/2019

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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 was registered with Care Inspectorate Wales (CIW) in June 2016. She provides home based child care for up to five children under 12 years old. She operates from Monday to Saturday providing a flexible service to meet the needs of families including school holidays. She lives in Llantwit Major and provides an English language service with some Welsh used within conversation and activities.

Summary

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

1. Overall assessment

The child minder provides a consistent, caring and cheerful 'home from home' service with lots of good practice in place. She gives children plenty of choice in their activities and encourages them to share their views, discuss their feelings and be independent. Children are happy and enjoy their time with her; she knows the children well and affection is freely given. They have fun with her while she promotes their play, learning and development and children benefit from a healthy lifestyle. The child minder provides a safe and child friendly environment and children have access to a good range of experiences and resources. She has completed a child care qualification, keeps her training up to date and undertakes wider learning opportunities for her professional development. She keeps and uses an effective range of policies and procedures to support her business.

2. Improvements

This is the first inspection since registration.

3. Requirements and recommendations

We made some recommendations to develop the service and improve outcomes for children. These included some minor revision to paperwork and record keeping noted within this report.

1. Well-being

Good

Summary

Children's views are valued by the child minder and they have lots of free choice in their play. They are made to feel welcome and at home and have formed good relationships with her and each other. They are able to develop their self-help skills and undertake activities which build their confidence and self-esteem. Children enjoy a good variety of activities both at the child minder's home and on outings in the wider community during school holidays.

Our findings

Children make choices about their activities and are encouraged to express their views and feelings. We saw children choosing their activities such as playing with their favourite vehicles, placing them in and out of the doors of a wooden toy. A child said "*I want to do something cool*" and happily settled to making a mask, while another child played with small world toys.

Children make themselves very much at home. They are settled and relaxed in their care because the child minder knows them well and has developed good bonds of affection with them. We observed children all receive warm close attention; they were listened to and frequently praised for their efforts.

Children enjoy each other's company in this service and we saw them learning to share and take turns. We were told that when they made reindeer food, an older child helped a younger friend to follow instructions, kindly leading and sharing the play. We observed children enjoying a mix of quiet, self-directed play, such as exploring sensory experiences with the coloured gel 'egg timers' and the 'tunnel' of coloured lights in a lighted mirror.

Children are familiar with their surroundings and know where things are and can be independent in their play. Children help tidy toys away at the change of an activity and we saw a child persevere to replace an item where it is usually stored. They develop concentration skills in focused activities and themed crafts. They receive appropriate support from the child minder, such as help with personal care. Children are supported in a non-intrusive manner as they use different resources and play spaces, enabling them to feel trusted and take appropriate responsibility.

2. Care and Development

Good

Summary

The child minder uses her child care experience, as well as learning from a child care qualification gained since registration, to inform her practice. She applies a professional and 'family style' approach to her service. The child minder treats children with warmth and respect and has realistic expectations of them. Good routines for hygiene and safety are carried out. The child minder is aware of how children in her care are developing and is able to plan for their individual needs effectively. She provides activities that she knows the children will engage with and will promote their learning and development.

Our findings

Children benefit from good procedures that the child minder uses to keep children safe and healthy. She is able to identify children at risk and has the confidence to follow appropriate safeguarding procedures. The child minder has completed Paediatric First Aid training. She renews her Disclosure and Barring Service Certificate as needed. She is registered with the local authority in terms of safe food provision. The child minder provides some snacks and drinks for children, while parents provide packed meals and most snacks. She encourages a healthy life style approach. Effective accident, incident and medication recording systems are all in place. The child minder is clear about what action to take in the event of an emergency and maintains relevant insurances and an annual gas safety certificate for her home.

The child minder is cheerful, clear and firm with children, explaining next steps as needed. She described her weekly routine which includes child-led free play opportunities at home and local parks to fit in with school and nursery commitments. During school holidays, the child minder uses her National Trust membership to provide wider experiences for children. They also explore Cardiff Bay by boat and Dyffryn Gardens. One child regularly attends on Saturdays and lunch out and trips to the cinema are arranged.

Children are supported to understand their changing emotions through activities. The child minder told us that some children decided they were frightened of spiders, so a mini beasts activity was introduced as well as a story about being scared. She also uses resources to encourage children to take risk-based challenges. These include activities like 'climb a log', 'pretend to be different animals' and safe fire building.

The child minder keeps notes about younger children's care which she shares with parents verbally. She observes children's progress and development although they are not specifically recorded. She plans for children's next steps in play and learning, but does not make formal notes of how she might do this. She plans activities on a seasonal basis which meet the outcomes of the Foundation Phase, the Education Framework in Wales.

3. Environment

Good

Summary

The child minder maintains good systems and routines to ensure that her home is clean, safe, secure and child friendly. Children are given a good range of resources and experiences that support and enhance their learning and development. The child minder provides an environment in which children can learn, play and relax safely and takes steps to minimise risks to children, while enabling them to develop their independence.

Our findings

Children benefit from care in a clean, safe and secure environment. The child minder carries out a daily visual risk assessment throughout the play space. This is in addition to the effective set of written risk assessments, including fire safety. Fire drills take place regularly, using the smoke detector check as the alarm. However they are not recorded. There was no written evacuation procedure in place. We were told that planned regular deep cleaning of the premises and resources takes place. We saw the first aid kit and fire blanket available in the kitchen and gates in place at the kitchen door and stairs. Clean, hygienically maintained toilet and hand wash facilities are on the ground floor which children use with support or independently depending on their age and stage of development. There are good arrangements in place to maintain confidentiality within the service which is registered with the Information Commissioner's Office (ICO). There is an e-safety policy and procedure which covers children's access to, and use of, the internet and computer games. All relevant parental consents are in place for children who may attend community group sessions and any outings with the child minder.

The child minder's home is welcoming and warm. It is furnished comfortably and enables children to relax, play and do many things for themselves. Children play in the family living room and the large, well resourced garden.

Children benefit from a good range of toys and resources such as vehicles, construction toys, books, small world, sensory and home corner and role play equipment. We saw them help themselves from resources stored in the play space, and while the living room is relatively small, children's experiences are not restricted in any way. The child minder has basic Welsh and is able to use it within daily activities and books. She told us she has expanded her resources since she started her business to meet children's individual needs and changing interests.

4. Leadership and Management

Good

Summary

The child minder runs her service with good procedures in place so that it meets the National Minimum Standards for Regulated Child Care (NMS) and relevant regulations. She has gained a formal child care qualification since registration and undertakes additional training opportunities to ensure that outcomes for children are positive. The child minder reviews and monitors her practice.

Our findings

The child minder is organised and keeps her paperwork in a clear and accessible system. Parents are given the information they need and policies and procedures for the service are effective and shared with them. The complaints procedure does not fully clarify CIW's role if they should receive a complaint about a service. The child minder currently cares only for children under eight years of age, but is aware that she needs to ensure older children know how to make a complaint if they choose.

Children's outcomes are enhanced because the child minder takes a reflective approach to her work and carries out an annual review of her service. It includes parents' and children's views. She has set herself some achievable targets for improving her service in the near future. These include making some improvements to the garden surface if funding allows and undertaking a more comprehensive Welsh course. The child minder has recently completed training on 'effective partnerships – working with fathers'. We observed children enjoying the company of the child minder's own teenaged son, playing games very much in a family context.

Parents are given verbal and written information about their child's activities, food and personal care during the day and the child minder works closely with them to ensure their children's needs are met. She keeps most records on a specific child care software package and telephone app which is maintained in line with General Data Protection Regulations. The child minder offers the Welsh Government's 30 hours free child care to families. We observed a relaxed and chatty handover to parents at the end of the day. We spoke to parents who were clearly happy with the service they and their children receive, with comments such as *"Fab; Very flexible. We have to change things on the 'fly' sometimes; really good"* and *"Fantastic. [Child] has been here since they were six months old – they're one of the family!"*

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We made the following recommendations:

- clarify CIW's role if they should receive a complaint about a service in the complaints procedure;
- record observations of children's progress and development and note how they are used to plan next steps in their play and learning;
- provide a written evacuation procedure; and
- ensure fire drills and smoke detector checks are recorded.

How we undertook this inspection

This inspection was announced at very short notice and undertaken as part of our normal schedule of inspections. The inspector visited the service for approximately five hours. We gave feedback of our findings to the child minder at the end of the visit. There were three children under eight years of age present during the inspection. Evidence for the report was gathered using the following methodology:

- We looked at the range of paperwork the child minder keeps about her service – including policies and procedures, risk assessments, contracts, children’s records, accident records and safety certificates;
- we observed the children interacting with the child minder, each other and choosing their activities;
- we spoke with children and their parents; and
- we spoke with the child minder about how she runs her service and her plans for the future.

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

www.careinspectorate.wales

6. About the service

Type of care provided	Child Minder
Registered Person	Sally Westall
Registered maximum number of places	5
Age range of children	Under 12 years of age
Opening hours	7.30 – 18.00 six days a week including school holidays
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	This is the first inspection since registration
Dates of this inspection visit	16 October 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, or intend to use their service. 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: none	

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