



# Childcare Inspection Report on

**Shelley Bowdler**

**Aberdare**



**Date Inspection Completed**

13/01/2020

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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

Shelley Bowdler has been registered with Care Inspectorate Wales (CIW) since October 2017 and is able to provide care for up to six children under the age of 12 years. She operates her child minding business from the family home in Aberdare. The service is open Monday to Friday from 7.30am until 5.30pm, although the child minder is flexible. It is an English speaking service with some incidental Welsh.

## Summary

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

### 1. Overall assessment

Children are very happy and secure in a 'home from home' environment they are familiar with and benefit from a good range of age appropriate play and learning opportunities. There is an established system to record and assess children's development and the child minder understands the importance of children having regular outdoor experiences. She engages positively with the children and is responsive to their needs. The home is very welcoming, and offers a secure environment for children. Leadership of the service is satisfactory. This is the child minders first inspection post registration. She is developing some effective systems to support the running of the business, but to ensure compliance with regulations it is important that the service is reviewed annually.

### 2. Improvements

The child minder has purchased additional resources to offer children a wide selection of play materials.

### 3. Requirements and recommendations

We have advised the registered person that improvements are needed in order to fully meet the legal requirements in relation to:

- Review of quality of care: Regulation 16 - as the service has not been reviewed in the last year.

A non-compliance notice has not been issued on this occasion, as there was no immediate or significant impact for children using the service. We expect the

registered person to take prompt action to rectify this and it will be followed up at the next inspection.

We have made recommendations which relate to risk assessments, storage of records, and service documents. These are detailed in full in section five of this report.

# 1. Well-being

**Good**

## Summary

Children are happy and confident and enjoy the time they spend at the child minder's home. They are sensitive to and supportive of the needs of others, forming positive bonds with the child minder and their peers. They benefit from a good selection of play opportunities and enjoy learning new skills.

## Our findings

Children are confident to speak out and make their wishes known. They initiate conversations with the child minder, have clear opinions and views and have good opportunities to make choices regarding their play. All the children told the child minder what they wanted for snack, as various options were available. They approached the child minder to engage her in informal chats throughout our visit and were pro-active in following their play interests. We heard children tell the child minder that after snack they wanted to draw or play with stickle bricks. They have also been vocal in expressing a wish for additional play resources and this has resulted in the purchase of more board games.

All children are happy and cope well with separation from their parents. Positive relationships have formed with the child minder and children have established lovely relationships with each other. They showed enthusiasm and enjoyment in their play and children told us that they enjoy visiting the child minder's home and have a lovely time playing with other children. We observed a new starter to the service. We saw how relaxed they were, how comfortable they were around the child minder and other children, and how confident they were to explore the environment and join in play activities.

Children are sensitive to the needs of others, they co-operate well and demonstrate an ability to share and take turns. We heard good manners used, for example, a child said 'excuse me' when moving a chair and children said 'please' and 'thank you'. A child decided to tidy away toys so the floor was clear before the child minder brought through their snacks and another child spontaneously joined in, with both children collecting and placing toys back in their storage boxes. Older children were mindful to include younger children in activities and we saw a child supporting younger children during a word game. They asked children to identify the letters and when they were unsure, they pronounced the letters and words beginning with those letters. There were many other examples of children explaining the rules of games to others and children patiently waiting their turn during play activities.

Children are enthusiastic participants in their play and find a sense of achievement in what they do. They spent a good length of time drawing, proudly showing us their completed pictures. They enjoyed a word game and some children initiated a role play activity. They were excited throughout the inspection, and keen to point out their art work which was displayed on the wall.

Children are developing independence and learning new skills. They used crayons and pencils with confidence and used appropriate cutlery at meal times. Some children were able to put on their shoes and coats and all the children were able to locate toys of their choosing and place those toys back in their boxes.

## **2. Care and Development**

**Good**

### **Summary**

The child minder has a good understanding of her role in keeping children safe and has effective systems in place to support her practice. She manages interactions positively and supports children's play and learning effectively in order to promote their all-round development.

### **Our findings**

The child minder has established clear procedures to keep children safe and healthy whilst in her care. There are safe procedures and practice in relation to medication, infection control, and safeguarding. She has experience of dealing with child protection issues in her previous employment and is confident in dealing with any concerns raised in her present role. She encourages children to follow good hygiene routines for handwashing and fresh drinking water is available to keep children hydrated. Snacks are sufficiently varied, and there is information on children's dietary preferences, alongside information on the fourteen key allergens. She has enrolled on a dental hygiene course with a view to introducing tooth brushing with the children.

The child minder manages interactions very effectively and in line with her behaviour management policy. The policy clearly outlines the strategies used to support children's social behaviour. These include distraction techniques, working in partnership with parents and using positive engagement to promote children's self-esteem. Whilst there was no necessity for her to intervene as children were well behaved, she positively engaged with children to foster a warm and relaxed atmosphere in the home. She acted as a good role model at all times, speaking kindly and gently towards children, listening carefully to what they had to say and responding promptly to their needs.

There is positive engagement with and support for children to promote their play and learning. The child minder plans for a good range of activities and considers the interests and age range of children using her service. Developmental milestones are recorded and children are observed in order to plan for the next steps in their development. Having previously worked as a teaching assistant, she is confident in supporting children's individual play and learning and we noted positive engagement with children throughout the inspection. She actively supported children's play, sitting alongside children when they were completing a puzzle, making suggestions and encouraging them to attempt tasks independently. She promoted children's understanding of the Welsh language, for example, asking them to identify colours in Welsh. With older children, she posed questions about different food groups, leading to them to think independently, select different pretend fruit and vegetables and place them in different food groups. She understands the importance of wider community experiences and because the back garden is not in use, she attends local



playgroups with children at least three times a week. The weekly routine also includes trips out to places such as Dare Valley and Aberdare Park.

### **3. Environment**

**Good**

#### **Summary**

The home is spacious, welcoming and maintained to a good standard. Appropriate safety checks are undertaken and the environment is well resourced, providing children with a good selection of age appropriate play and learning toys.

#### **Our findings**

The premises are safe, with appropriate safety checks to ensure that the home is suitable for children. Gas safety, fire drills and smoke detector checks are completed and the home is secure to prevent unauthorised access. Safety gates are in place to restrict children's access to some areas of the home and the back garden is currently out of bounds because it is not suitable for children to use. In most instances, unnecessary risks have been identified, and as far as possible eliminated. However, consideration of the risks in relation to the family dog, and additional activities undertaken within the home and outdoors would be beneficial.

The home is inviting, welcoming, clean and maintained to a good standard. Children have a good amount of space, with a sitting room at the front of the property, primarily used by older children who attend the service, and a child friendly playroom situated at the rear of the home leading onto the kitchen and bathroom beyond. The playroom benefits from natural light and a good standard of décor. Children's artwork adorns the walls together with Welsh signage. There is a comfortable sofa for relaxation and a small table and chairs for meal times and table-top activities. Older children have use of a large table located in the main sitting room. The design and layout of the playroom is considered from a child's perspective. Resources are well organised to enable children to select what toys they would like to play with. They are at floor height or stored in fabric boxes that are easily accessible by children. This means that children have a good degree of independence and can locate toys and games without the need for assistance. Additional resources are stored in clear boxes with Welsh labels. The child minder is moving to a larger property later this year and she spoke enthusiastically about how much she is looking forward to developing the garden to give children free flow to the outside area.

The child minder has considered the range of play resources she needs in order to provide children across the age range with suitable toys and learning materials. She has discussed with children their toy preferences resulting in a greater range of board games for older children and there is good supply of play materials to promote children's development, interests and imagination. The child minder spoke to us about the 'Curiosity Approach' which focuses on children learning through engagement with the natural environment and

real objects to stimulate their curiosity and imagination. As a result, she is in the process of discarding plastic resources and replacing them with wooden alternatives.

## 4. Leadership and Management

**Adequate**

### Summary

The child minder is developing appropriate systems to support her business. Partnership with parents is positive and they value the service she provides. However, to ensure compliance with regulations, there should be an annual review of the service.

### Our findings

The child minder is keen to develop her service to improve outcomes for children and parents. The Statement of Purpose provides parents with details about the service, but additional information on facilities, language, the complaints process and reviewing of the document would provide greater clarity. The child minder understands her responsibility to notify CIW of any significant events that may affect the welfare of children. She has a good selection of policies and procedures to facilitate the smooth running of the service, but not all documents have been reviewed in the past year and some referenced CSSIW instead of CIW. There is a cabinet for the storage of records, but it is not possible to lock, which means that the system for storing documents is not as secure as it could be.

The child minder told us about the plans she has to develop her service in 2020, but a more robust approach is required to ensure that she complies with regulations when it comes to reviewing her service. The child minder started minding in 2017 and reviewed her service in September 2018, consulting with parents and children as part of this process. However, as there has been no review of the service since this date, the child minder is not meeting her legal requirements to review her service annually in order to identify areas for improvement. She is currently in the process of gathering the views of parents and children and understands that at the end of this consultation process she will need to produce a review of quality of care report.

The child minder manages her service effectively to ensure that her training is up to date and to ensure that there are current Disclosure and Barring Service (DBS) checks for every person who has attained the age of 16 years and lives on the relevant premises. She is a member of RCT network, attends relevant training and meetings and has current child protection, food hygiene and paediatric first aid training. She is due to update her child protection training later this year and as mentioned has signed up for a dental hygiene course. In anticipation of any emergencies, the child minder has an agreement with two other child minders to provide cover and she plans holidays in advance so that parents have sufficient time to make alternative child care arrangements.

There are good partnerships with parents who use the service. Service questionnaires indicate a high level of satisfaction and all parents surveyed said they would recommend the child minder's service to others. We spoke to one parent during the inspection and they

are very happy with the care given and have no concerns about the service. Parents receive regular updates on their children's daily routines and the child minder sends out newsletters to inform them about key dates and events.

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

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

None

### **5.2 Recommendations for improvement**

- Review the storage of service documents to ensure confidentiality;
- ensure that all service documents include the current name for CIW and date when they have been reviewed; and develop the Statement of Purpose to provide parents with more information about the service and
- extend risk assessments to cover all aspects of the service, including activities and the family dog.

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

This was a full inspection carried out as part of our normal schedule of inspections. We also considered a concern received about the service. The inspection process involved:

- One inspector visiting the service for approximately five hours;
- speaking to the child minder, minded children and one parent;
- observing care practices and interactions between the child minder and minded children;
- examining service records and documents including safety records, policies and contracts;
- a visual inspection of rooms used for minding purposes and
- a review of information held by CIW.
- We fed back to the provider at the end of the inspection process.

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

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

## 7. About the service

Type of care provided	Child Minder
Registered Person	Shelley Bowdler
Registered maximum number of places	6
Age range of children	2 to 9 years
Opening hours	Monday to Friday, 7:30 am to 5:30pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	Post registration inspection
Dates of this inspection visit	13 January 2020
Is this a Flying Start service?	Member of RCT Network
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 <i>'More Than Just Words follow up strategic guidance for Welsh language in social care'</i> . 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.
Additional Information: Family have a dog	

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