



Childcare Inspection Report on

Kelly Lindell

Bridgend



Date Inspection Completed

01/08/2019

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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

Kelly Lindell operates a child minding service from her home in Pencoed, Bridgend. She is registered to care for a maximum of six children under 12 years of age and operates Monday to Friday between 7am -6pm. This is the first inspection of the service since she registered in September 2018. English is the main language of the service with basic Welsh used in play and learning activities. The child minder does not offer the 'Active offer' of the Welsh language.

Summary

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

1. Overall assessment

Children are very happy, settled and content. They experience positive interactions from the child minder. Children enjoy a good range of activities; they are safe, happy, and listened to. The child minder actively promotes their play and development. Children are cared for in an environment, which is well set out for childcare and is clean, secure and stimulating to them. A wide range of toys and resources are appropriate to their age. The premises are safe and documents and all records are well recorded and maintained confidentially. The child minder has a good relationship with parents and other local child minders.

2. Improvements

This is the first inspection of the service since registration in September 2018.

3. Requirements and recommendations

We made five recommendations under the care and development theme, two under the environment and one under the leadership and management theme. Information on these is contained within the report, and more detail provided at the end.

1. Well-being

Good

Summary

Children are happy at the service. They enjoy the opportunities available to them. Children have a sense of security; they have developed close relationships with the child minder and her family.

Our findings

Children were relaxed and at ease with the child minder and confidently approached her for cuddles and to show her what toys they were playing with. They responded well to praise; we heard the child minder saying, '*Well done*' and '*clever boy*', and children smiled in response. We saw a child try to crawl to the child minder to sit on her lap, and then put up their arms to be comforted. Children were able to express themselves non-verbally to make their views known. For example, when waking from a nap, they chose to play with little people, interactive musical toys and cars on the play mat in the dining room and then enjoyed looking at a book while sitting on the child minder's lap. After lunch, they enjoyed some more floor play using a 'sit me up' cushion before getting ready to go to a rhyme and bounce session. Children responded positively in a non-verbal way when asked if they would like a drink and ready for their lunch. They sat in the high chair at the dining room table and had lunch with the child minders family; they responded well to the other children enjoying the attention they got from them. Children were able to sustain their interest for a reasonable amount of time and happily played with interactive and musical toys on the play mat. Children were encouraged by the child minder to make the sounds that the toys were making and the child minder got down on the floor, and maintained good eye contact with them.

2. Care and Development

Good

Summary

The child minder has developed policies to help safeguard children. She promotes healthy lifestyles with many opportunities for children to be physically active. She recognises and ensures that children's individual needs are at the forefront of her planning of activities, learning and play.

Our findings

The child minder promotes healthy lifestyles in the day-to-day routines. Snacks, meals and drinks were healthy. The child minder had a valid food hygiene certificate. Children enjoyed their lunch and they were encouraged to drink their water and milk. The child minder had attended Paediatric First Aid and safeguarding training, which ensured she could deal with any accidents appropriately and knew how to keep children safe. The child minder was also aware of her responsibilities under the 'Prevent' strategy, which aims to recognise when children may be at risk of radicalisation. She referred to this in her safeguarding policy. Relevant policies and procedures were in place to keep children safe and healthy and were due for review shortly; however, there was no policy on the use of IT and Social Media.

Good hygiene routines were evident, we saw the child minder change a nappy and she followed infection control guidelines when doing so. The child minder washed the children's hands and face before and after lunch. A recent inspection from the food safety department recommended the replacement of the kitchen tap; this had yet to be actioned.

There were many opportunities for outdoor physical play. The child minder told us that most days she incorporated an outdoor activity either in the garden, at the park or beach dependent on the weather. This offered opportunities to develop children's gross motor skills and for them to be active.

The child minder has established good procedures that promote positive behaviour. She took care to ensure that children understand the house rules and boundaries and offered praise regularly. The child minder took appropriate action if children disagreed and we heard her talking to children about not running in the house and being kind to each other. Practice is consistent with the behaviour policy.

The child minder plans to meet individual interests and needs well. We saw evidence of a wide variety of activities, which offered learning opportunities. For example, visits to places of interest such as the local Library, playgroups, parks and the beaches as well as craft activities. Where possible the child minder promoted the Welsh language through colours, numbers and songs but she is unable to provide the 'Welsh Language Active offer'.

3. Environment

Good

Summary

The child minder provides a safe and welcoming environment. The environment supports play, learning and development with the provision of a dedicated playroom as well as other rooms on the ground floor that children can use. Children enjoy many visits out into the local community. All toys and equipment are of a good quality and are safe, clean and developmentally suitable for the age range of children cared for.

Our findings

Children were cared for in a safe, secure and clean environment. The child minder carried out risk assessments on all areas and activities in and out of the home. There were a number of safety precautions in place such as safety gates, locked doors and cupboard locks. However, there had been no recorded fire drills although there was a fire blanket in the kitchen and smoke detectors in the hallway. The annual service of the gas boiler was overdue and the child minder committed to get this undertaken immediately.

The child minder had arranged the home to provide good facilities for play and learning. There was a designated playroom, where children had free access to the variety of toys. Messy play and crafts took place at the table in the dining room and the living room was for quiet play such as story time and rest. The dining room has a large table for messy play and a range of art and craft supplies, which children could easily access in the storage boxes. Infants slept in either cots or buggies dependent on their preference. Older children who needed a sleep could do so on the comfortable sofas in the living room. The table in the dining room provided a good space for meals and younger children could join in with the social experience of eating as high chairs could be pulled up to the table. There were coat hooks at child height in the hallway on which children hung their coats and places to put their shoes.

Children have access to a secure outdoor play area, which was decked and lawned with Astro Turf making it an all-weather play area. This provided them with a good range of opportunities for physical development and fresh air. There was a good range of outdoor toys including sand and water play, ride on toys, balls, slide and trampoline. Children have access to a range of good quality developmentally appropriate play and learning resources, which meet their needs. Toys were stored in boxes in low storage units in the playroom and on shelving. Children can access these themselves but the child minder told us that she also rotates toys at low level to maintain children's interest. Additional equipment such as age appropriate car seats, high chairs, buggies, and child-sized furniture in the garden complimented the service provision.

4. Leadership and Management

Good

Summary

The child minder is organised and manages her service effectively. She plans activities and outings for children, which provide them with opportunities to socialise and develop. She is clear about her responsibilities and offers a service, based on the needs of the children.

Our findings

All of the required paper work in relation to individual children was in place. The child minder was reflective and keen for feedback to make changes, which would improve the experiences and outcomes for the children. She intends to gather the views of parents and children about the service she offers shortly, and produce a quality assurance review, as she will have been operating for a year in a few weeks.

The child minder had a statement of purpose in place, which fully reflected the service. The child minder's paperwork and documentation was well organised which supported the inspection process. Currently the child minder did not record attendance of visitors to the property during child minding hours. The child minder had records such as contracts and child information forms; however, she had not asked parents to complete consent forms for application of sun cream, photographs, outings or the use of the trampoline. She did not keep development records on pre-school children.

The child minder was fully aware of the number and age range of children she could care for; she used a register to record their daily attendance. She ensured that she held a valid Disclosure and Barring Service (DBS) certificate as did her husband. The child minder had completed core training such as food hygiene, first aid and safeguarding. Public liability insurance was in place and valid. Registration with the Information Commissioners Office was in place in respect of the data she holds. The child minder has good relationships with parents. She completed a daily record sheet for all children, which gives parents information about their child's day. She shared photographs of children via WhatsApp or text. The child minder was registered to provide the 30-hour childcare offer, which benefitted working parents.

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

None

5.2 Recommendations for improvement

We recommended that the child minder:

- produce a policy on the use of IT and social media;
- ensure that all visitors to the property during child minding hours are recorded;
- forward a copy of the gas safety certificate;
- undertake and record fire drills regularly;
- ensure that parents provide their consent to the administration of medication, application of sun cream, photographs, use of the trampoline and outings;
- provide a copy of her quality assurance report to Care Inspectorate Wales (CIW) when completed;
- record development of all pre-school children and
- respond to the requirements of the recent food hygiene inspection.

6. How we undertook this inspection

This was a post registration to assess the child minders compliance with the national minimum standards and regulations. It was semi announced to ensure the availability of the child minder. One inspector visited the service on 1 August 2019 between the hours of 9.45 am and 1.15pm.

- We, CIW, had discussions with the child minder about her service;
- we observed the children and the care which they received;
- we talked to the children present;
- we looked at a wide range of records including registers, children's records, policies and procedures, safety records, and the statement of purpose ;
- we inspected the premises and
- we gave verbal feedback 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	Kelly Lindell
Registered maximum number of places	6
Age range of children	0-12 years
Opening hours	Monday to Friday 7am -6pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	First inspection
Dates of this inspection visit	01 August 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 children who use or intend to use their service. We recommend that the child minder considers Welsh Government's 'More Than Just Words' strategic guidance for Welsh language in social care.
Additional Information:	

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