



Childcare Inspection Report on

Helen Andrews Rees

Ystrad



Date Inspection Completed

26/09/2019

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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

Helen Andrews-Rees (Little Orchard Childcare) was registered in 2018. She cares for a maximum of ten children aged under 12 years from her home in the village of Ystrad, Rhondda Cynon Taf. The service operates Monday to Friday from 7:30am to 5:30pm. The main language of the service is English and some basic Welsh language is promoted.

Summary

Theme	Rating
<u>Well-being</u>	Good
<u>Care and Development</u>	Good
<u>Environment</u>	Good
<u>Leadership and Management</u>	Good

1. Overall assessment

Overall, we Care Inspectorate Wales (CIW) found that children are happy and settled with the child minder and her assistants. They enjoy their play activities and interact well. Children are cared for by experienced and caring adults. They are cared for in a safe and stimulating environment. Children have access to a range of good quality resources. Leadership is strong and the child minder is organised in the management of her business.

2. Improvements

During the course of the inspection, the child minder has confirmed that fully compliant staff files are in place for both assistants.

3. Requirements and recommendations

We have made some recommendations, these can be found at the back of this report.

1. Well-being

Good

Summary

Children have a clear voice and feel safe and happy at this service. They interact well and have a good relationship with the child minder and her assistants. Children enjoy their play and learning and have good opportunities to develop their independence.

Our findings

Children actively make decisions about what they want to do. For example, children chose which activities they wanted to do and which high chair to sit at for lunch. One child wanted to use the vacuum to Hoover some spilt sand, she clearly had fun doing so. We saw that children chose to play together or alone. Two children decided to sit around the table to colour whilst another child explored the room.

Children are happy, settled and relaxed. Children had developed good relationships with the child minder and her assistants. Children confidently approached the child minder and her assistants for cuddles and reassurance, or to involve them in their activities, such as reading a book.

Children have good opportunities to develop their skills and learn because of the range of play and learning experiences afforded to them. They showed enjoyment in their play and were able to sustain their concentration and focus on their play in line with their age and abilities. For example when children played with musical instruments. Children co-operated relatively well whilst playing in the sand tray and sharing the musical instruments. An older child impulsively said, 'thank you' when given an instrument.

Children follow their own interests and fully engage in activities. Children enjoyed a host of activities including free play and some structured activities such as the craft and music sessions. Children smiled and giggled whilst bouncing on the child minder's knee as they sang songs. Children relished exploring the room, looking in boxes, choosing their toys or role playing in the kitchen area. Children explored the sand tray, scooping up the sand in various containers and rubbing the sand in their hands, feeling the texture. Most children were eager to listen to the story and respond to it as much as possible.

Children have good opportunities to develop and learn. They had access to a range of educational and learning resources to promote their overall development. Children had opportunities to be as independent as possible. For example they were encouraged to wash and dry their hands and to eat their food with support from the child minder and her assistants. Most resources were stored at low level and were easily accessible to the children. Children enjoyed activities that further developed their linguistic and numeracy skills. For example they talked about colours, numbers, sang songs, talked about 'loud' and

'quiet' when they played the instruments and they were introduced to some Welsh language.

2. Care and Development

Good

Summary

Children who attend this service benefit from a qualified, caring and experienced child minder. She employs two assistants, who support her to care for the children. She manages children's interactions in a kind and caring manner and promotes their learning and development well.

Our findings

The child minder and her assistants understand their role and responsibilities in relation to keeping children safe and healthy. They are aware of their duty to report concerns. A comprehensive safeguarding policy is in place, which includes reference to the 'Prevent' duty. Healthy eating is encouraged and children enjoyed freshly prepared lunch, fruit and yogurt. They followed good hygiene procedures, children washed their hands prior to eating, tables and highchairs were washed down and protective clothing was worn for nappy changes. The child minder told us that she will be introducing an oral hygiene scheme in the future.

Good behaviour management techniques are used. The child minder and her assistants were calm and patient with the children in their care. They intervened when appropriate when sharing issues arose and recognised when children were tired. They demonstrated a good understanding of age appropriate behavioural management methods. The child minder set a good example by always speaking calmly and politely to each child. This created a very calm and positive atmosphere. The child minder used every opportunity to praise positive behaviour, she celebrated their achievements such as, when children helped to tidy up and share. We heard lots of praise and encouragement, such as 'good sharing, I am proud of you for sharing' and clapping hands.

The child minder and her assistants are caring and affectionate with the children in their care. All clearly enjoyed their roles, they knew the children well and were very responsive to their needs. For example, when the younger child showed signs of being tired, they were provided with their soothers and comforted until they fell asleep. The child minder promoted the children's development by planning a good variety of play opportunities which she documented in the children's diaries and development records. The child minder updated their development targets with children's achievements such as when a child said specific words. Both child minder and her assistant constantly chatted to the children, engaged in their play and promoted their learning well. They encouraged children to repeat words and make animal sounds during story time, promoted the Welsh language and the children's numeracy and literacy skills.

3. Environment

Good

Summary

Children benefit from a clean, homely environment that is well maintained by the child minder. There is a range of resources for children to play with to suit varying ages, tastes and interests.

Our findings

The child minder lives in a split level house. She ensured that entry to the service was safe and the main door was locked. However, the door to the self-contained separate conservatory/playroom was unlocked. The child minder told us that the door is usually locked. Any visitors to the service signed the visitors' book. The child minder had updated and reviewed risk assessments for each room/area of her home used for child minding as well as for outings and various activities. Safety equipment was in place such as safety gates and the child minder had placed stickers onto the patio doors. The child minder had secured her rear garden with fencing and gates. The heating test certificate was valid and she had regularly practiced and recorded fire drills.

The child minder ensured that the premises both indoors and outdoors were welcoming and child friendly. There was sufficient space and facilities to meet the children's needs and for them to play, rest and explore. Children had access to the living room, kitchen and cloakroom toilet in the main house, the separate self-contained playroom/conservatory and the rear garden. The premises were clean, warm, comfortable and well decorated. Child-sized furniture was available. Examples of children's craft work were on display. The child minder made outdoor play an integral part of the learning environment. She had thoughtfully laid out the outdoor play area to allow the children to experience a wide range of play opportunities, both focused and free play. Children did not use the outdoor play area during our visit.

The child minder ensured that children had access to furniture, equipment and toys that were appropriate for their ages, needs and development both for indoors and outdoors. We found that the toys were clean and in good condition. There were plenty of materials available for craft activities and children had access to a range of items such as books, educational items, play people and animals, soft toys, vehicles and sensory play items. There was a good selection of equipment and resources available for outdoor play such as the slide, see saw, ride on toys, sand tray and water play. The child minder told us that they had previously celebrated festivals such as St David's Day as well as various seasonal festivals. We saw some resources depicting our diverse society.

4. Leadership and Management

Good

Summary

The child minder strives to meet and maintain the regulations and national minimum standards. She is organised and has effective record-keeping systems in place. She manages her business well and is dedicated to developing professionally and to managing a successful child care business. Partnership working is good.

Our findings

The child minder has a very informative statement of purpose in place. There was a comprehensive range of policies and procedures and the child minder ensured that they were agreed and signed by parents using the service. All the required child records, permission forms and documentation were fully completed and in order. The child minder maintained a children's register as well as an assistants register. A valid public liability insurance certificate was available. The child minder transported children in her vehicle, however, her documentation was not available at the time of the visit. Prior to the publication of this report, evidence of the up to date and valid vehicle documentation had been received by CIW.

The child minder had a self-evaluation system in place, which included questionnaires for parents. The child minder made observations of children to gauge their opinions and preferences and obtained any feedback from her assistants via regular discussions. Completed questionnaires confirmed that parents were happy with the service provided and raised no issues. Comments such as, 'speech and development has come on so much. I couldn't think of a safer environment to send my little one'. 'I can't thank the staff enough amazing!', 'It is lovely that they get to go on trips to the park' and 'We really couldn't ask for a better place' were included in the questionnaires. The child minder was fully aware of the need to evaluate her service and obtain feedback from service users. She was within her first year of operation, therefore, the quality of care report was not due. The child minder agreed to make her quality of care report available to CIW in due course.

The child minder was highly qualified, holding a Degree in Early Years as well as a Level 3 qualification in Child Care, Learning and Development. She had over 18 years experience of working with children. All her core training certificates such as child protection, first aid and food hygiene were up to date and she had attended a vast range of training courses. For example, behaviour management, therapeutic play, Elklan speech and language support and food and nutrition skills. The child minder had ensured that all household adults held valid Disclosure and Barring Service (DBS) certificates. The child minder had also notified CIW of changes to household members. The child minder was very organised and paperwork and documentation was up to date and easily accessible. One of the child

minder's assistants was qualified to a Level 3 Child Care qualification and was due to commence her Level 5 course in the future. The child minder had a staff file for one of her assistants, however, it did not hold all the required recruitment information as proof of identity, photograph, health declaration and curriculum vitae was not available. Prior to the publication of this report, the child minder confirmed that all recruitment information was in place for both assistants. The child minder told us that the supervision sessions had been informal, however, now had a formal system in place to record them.

The child minder had positive working relationships with parents and provided regular verbal and written updates. The child minder completed daily diaries which were informative and included information such as activities completed, meals, sleep information and nappy changes. The child minder also used a 'closed' social media account to keep parents up to date and to share photographs. The child minder also had a good relationship with the local authority and supporting agencies. The child minder took children on outings to the local community, she visited parks and soft play areas. She told us that they will be visiting the 'Gruffalo trail' in the near future as well as undertaking a farm visit to see and learn about the animals.

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 provider should:

- ensure that the self-contained separate playroom/conservatory door is locked at all times;
- further promote our diverse society and celebrations;
- provide the quality of care report to CIW on its completion;
- ensure vehicle documentation is available for inspection;
- ensure that staff recruitment information is available for inspection and
- ensure that staff supervision and appraisal information is documented.

6. How we undertook this inspection

This was a short notice announced full inspection undertaken as part of our normal schedule of inspections.

One inspector visited the service on 26 September 2019 for approximately 3.5 hours. We:

- inspected a sample of documentation and policies;
- observed practice;
- spoke to children, assistants and the child minder;
- provided questionnaires to be issued to parents and children and
- provided detailed telephone feedback to the child minder on 30 September 2019.

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	Helen Andrews-Rees
Registered maximum number of places	6
Age range of children	0 – 12 years
Opening hours	Monday to Friday 7:30am to 5:30pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	NA this is the first inspection of the service
Dates of this inspection visit(s)	26 September 2019
Is this a Flying Start service?	NA
Is early years education for three and four year olds provided at the service?	NA
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:	

Date Published 10/12/2019