



# Childcare Inspection Report on

**Natalie Murphy**

**Cardiff**



**Date Inspection Completed**

25/10/2019

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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

The child minder was registered with Care Inspectorate Wales (CIW) in February 2019. She provides home based child care for up to six children under 12 years old. She operates from Monday to Friday providing a flexible service to meet the needs of families including school holidays. She lives in Cardiff and provides an English language service with a little Welsh used within activities.

## 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>	Good

### 1. Overall assessment

The child minder provides a good, consistent, caring and cheerful 'home from home' service. She gives children plenty of choice in their activities and encourages them to share their views and do things for themselves. Children are happy and enjoy their time with her; she knows the children well and affection is freely given. She ensures they have fun with her while promoting 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 an appropriate range of experiences and resources. She keeps her training up to date and is keen to undertake 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 an appropriate variety of activities both at the child minder's home and on outings in the wider community.

## 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 'cooking and making cups of tea' with their favourite picnic items on a rug on the floor. A child chose a book from the display unit and enjoyed the story time and discussion when their attempts at words were reinforced and praised by the child minder.

Children make themselves very much at home and are settled and relaxed in their care. The child minder knows them well and has developed good bonds of affection with them in a relatively short period of time. We observed children receive warm close attention and frequent praise for their efforts.

Children enjoy each other's company in this service and we saw them learning to share and take turns. A child asked for their comforter which was quickly found. When another child picked it up, they were gently told who it belongs to and were encouraged to return it to its owner. They develop concentration skills in focused activities and themed crafts. We saw children enjoying some action songs and rhymes via the cloud based voice service 'Alexa'.

Children can be independent in their play in line with their stage of development. Younger children are learning to put their own shoes on and they are encouraged to help tidy toys away at the change of an activity. Children receive appropriate support from the child minder, such as help with personal care.

## **2. Care and Development**

**Good**

### **Summary**

The child minder uses her Level three professional child care qualification and experience to inform her practice. She applies a 'family style' approach to her service, treats children with warmth and respect and has realistic expectations of them. The child minder is aware of how children in her care are developing and is able to plan for their individual needs. She provides activities that she knows the children will engage with and promotes their learning and development.

### **Our findings**

Children benefit from the good procedures the child minder uses to keep children safe and healthy. The child minder is able to identify children at risk and she has the confidence to follow safeguarding procedures appropriately. She renews the Disclosure and Barring Service (DBS) Certificates for herself and her husband as necessary and is aware that her son also needs a DBS check as he turns 16 next year. She is registered with the local authority in terms of safe food provision and holds Paediatric First Aid training so that she can deal with minor emergencies. The child minder provides all food and snacks for children, following a healthy eating approach which takes account of any individual dietary requirements. Fire drills are practised regularly so that children are able to evacuate the premises and details of this are logged, along with smoke detector checks. Effective accident, incident and medication recording systems are all in place and the child minder maintains relevant insurances and an annual gas safety certificate for her home. Appropriate nappy changing arrangements are in place in line with the relevant policy and procedure.

The child minder is cheerful, clear and firm with children, explaining next steps as needed. The child minder described her weekly routine which includes lots of child-led free play opportunities and experiences at home or in the local community. Children have lots of opportunities for being outside because they walk to local parks as well as playing in the garden. Outings and activities are effectively planned to take account of children's sleeps and the school runs, as well as their age and stage of development. There is a seven-seater family car with appropriate safety seats for children in place. The child minder carries out some seasonal and cultural themed activities with children, using what children have shown an interest in. She shares information about children with their parents, both verbally and within individual care diaries for younger children. She is mindful of children's individual developmental progress, recording her observations to use in planning for their next steps in play and learning.

### 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 an appropriate 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. 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 in the kitchen 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). However, there is not an explicit 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 garden which is accessed directly off the living room. Children benefit from a satisfactory range of toys and resources such as vehicles, construction toys, books, small world, sensory and home corner and role play equipment. The garden has grassed and paved areas with a mud kitchen, slide and playhouse. The child minder's family has two dogs and a cat, although there was no specific policy and procedure in place to clarify what access children may have to them.

The child minder has some basic Welsh and is trying to use it within daily activities and books, although her level of Welsh ability is not clear in her statement of purpose. She told us she has expanded her resources since she started her business and rotates them 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 holds a formal child care qualification and several years' experience prior to registration and is keen to undertake additional training opportunities to ensure that outcomes for children are positive. The child minder has an effective system in place to review and monitor her practice.

### Our findings

The child minder is organised and keeps her paperwork in a clear and accessible system. Parents are given all the information they need to make a choice about using the service. We looked at the child minder's policies and procedures and found that the complaints procedure does not clarify when parents may use the local authority's own complaints procedure. The child minder is mindful that when she provides care for older children she will develop a complaints procedure for their use.

Children's outcomes are enhanced because the child minder takes a reflective approach to running her service, and is preparing to complete her first annual review. The child minder plans to ask for contributions from parents and children. The child minder started her service in a different property, having moved a few months after registration. She has lost some business as a result, because of the logistical arrangements involved, such as attendance at schools and parents' work places. She is building up her business once more in this developing area of Cardiff, which is close to a Welsh Medium school and is considering a Welsh language course. The child minder is also keen to increase her knowledge and understanding of child care by undertaking additional training such as improving on her existing Makaton signing achievements. She keeps a file to record her own professional development and told us she will be studying over coming months to complete some GCSEs with her son.

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 individual photo albums of each child enjoying their activities. The child minder provides the Welsh Government's 30 hours free child care to families. She described appropriate settling in processes designed to meet each family's needs. These were supported by a parent's comments who told us that their child *"Took a while to settle; we had tried five child minders over 18 months. We had several short visits, increasing in time. Natalie kept in touch each time I left them. It's great now."* We observed a chatty and relaxed hand over to parents at the end of the day, when a parent was told that their child can now put their own shoes on.



## **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 the level of Welsh ability in the statement of purpose;
- revise the complaints procedure to clarify when the local authority's complaints procedure may be used and
- provide policies and procedures to cover pets and e-safety.

## **6. 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 three and a half hours. We gave feedback of our findings to the child minder at the end of the visit. There were two children under eight years of age present during the inspection, including the child minder's own child. 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](http://www.careinspectorate.wales)

## 7. About the service

Type of care provided	Child Minder
Registered Person	Natalie Murphy
Registered maximum number of places	6
Age range of children	Under 12 years of age
Opening hours	7.00 – 18.00; five 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	25 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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