



Childcare Inspection Report on

Julie Tyler

Cardiff



Date Inspection Completed

07/01/2020

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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 November 2003. She provides home based child care for up to 8 children under 12 years old. She operates a flexible before and after school service with occasional holiday care by special arrangement. She lives in Cardiff and provides an English language service.

Summary

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

1. Overall assessment

The child minder provides a consistent, flexible, caring and cheerful 'family style' service. She gives children suitable choices 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. Children benefit from a healthy lifestyle and a safe and child friendly environment. They have access to an appropriate range of resources suitable for the short periods of time they are in her care. She keeps her training mostly up to date and maintains a satisfactory range of policies and procedures to support her business.

2. Improvements

The child minder has met the regulatory requirements and most of the recommendations made at the last inspection. These include revision to policies and procedures and record keeping. She has obtained a nine seater vehicle so that all minded children can be transported to and from school comfortably and in good time.

3. Requirements and recommendations

We advised the child minder that improvements are needed in relation to ensuring she maintains her first aid training (Regulation 24 (2) (b)) in order to fully meet the legal requirements. In addition, the child minder had not practised fire drills regularly or recorded them (Regulation 38 (1)(c)(iii)). A notice has not been issued on this occasion, as there was no immediate or significant impact for children using the service. The child minder told us she had booked a first aid course which is due to take place shortly and would ensure she and children would practise the emergency evacuation over the next few days. We made some recommendations to develop the service and improve outcomes for children which are outlined in this report.

1. Well-being

Good

Summary

Children's views are valued by the child minder and they are able to influence their activities. They are made to feel welcome and at home and have formed good relationships with her.

Our findings

Children are happy and relaxed in the childminder's care. We saw they were well settled and have developed good bonds of affection with her. After school they quickly settled on the settees and discussed what they wanted to watch on television, setting up the programme of their choice. Two children were a little disappointed that their parent was waiting for them as they arrived from school, so they missed their time with Julie and other friends. Children told us that they all know each other in school, but are in different years, so have developed their friendships here. A child explained that meeting their friends here is one of the best things about the service. Another child told us that they can choose from various board games such as Frustration and Draughts or craft activities. However, as they are here for such a short time after school, they mostly like to *"Just relax and watch television"*. The children clearly enjoyed a snack while watching their programme and chatting about their day. They told us about having breakfast here in the mornings before the car journey to school. We were told that one child read to the others from a favourite book as they travelled to school this morning in preference to listening to the radio.

Children interact well and there was a calm family atmosphere. They told us they would be comfortable about talking to Julie if they had a concern. They said they can ask her if there is something like a book or activity they would like her to buy for them to play with here. Children are confident and independent in their care. They are familiar with their surroundings and we observed them talking among themselves while routinely taking off coats and shoes as they arrived after school, making themselves very much at home.

2. Care and Development

Adequate

Summary

The child minder uses her child care 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 sense of well-being.

Our findings

Children benefit from the 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. However, we found that the safeguarding policy and procedure did not contain details noted in NMS 20. She maintains food hygiene training and provides cereals for breakfast and snacks after school. We saw children enjoying a brioche, satsuma and a drink during the inspection. One afternoon a week children who go to evening activity groups are given a cooked meal such as fish fingers and mashed potato or spaghetti Bolognese. Vegetarian options and fruit are always available. She follows a healthy eating approach which takes account of any individual dietary requirements.

The child minder told us she had recently realised that her Paediatric First Aid training had expired by three weeks, but had booked on to a course due to take place within days. Fire drills are not practised regularly or logged, although smoke detector checks are recorded monthly and we saw daily risk assessment logs. Effective accident, incident and medication recording systems are all in place and the child minder is clear about what action to take in the event of an emergency.

The child minder is cheerful, clear and firm with children, explaining next steps as needed with occasional prompts to reinforce table manners. She said that she encouraged older children to be mindful of their younger friends' understanding. She gave an example of when they were listening to a child reading aloud from a book by David Walliams, where some language is more suitable for older children. The child minder described her weekly routine which includes some child-led free play opportunities and some stops off at a local park on the way back from school.

3. Environment

Adequate

Summary

The child minder ensures that her home is clean, safe, secure and child friendly. Children are given an appropriate range of resources and experiences that support their learning and development. The child minder provides an environment in which children can learn, play and relax safely while promoting their independence.

Our findings

Children benefit from care in a clean and safe environment. The child minder carries out a daily recorded risk assessment and good cleaning routines throughout the play space. The front door was kept locked during the inspection and the garden access is secure. The child minder's home is welcoming and child friendly. The main play space is the large family living room and dining area which leads to the garden. We saw the first aid kit and fire blanket available in the kitchen. However, the fire blanket was not fixed to the wall to make it easily accessible for use in an emergency.

Children independently use the clean, hygienically maintained toilet and hand wash facilities upstairs. However, individual towels were not available to help prevent the risk of cross infection. The child minder maintains relevant insurances and an annual gas safety certificate for her home. She is aware of the need to maintain confidentiality within the service. However, she was not clear whether or not she should be registered with the Information Commissioner's Office (ICO) in relation to the information she keeps about families. There is no e-safety policy and procedure in place which covers children's access to, and use of, the internet, mobile phones, DVDs or computer games. However, children have no individual access to the internet while in her care.

The child minder told us that children spend very little time in her care. They have breakfast with her before going to school and she often takes children to their own homes straight from school. Other parents usually collect their children within an hour of her reaching home. She has resources available for children to play with, renewing them as needed, and printing off templates to colour if children want. Mostly they choose to relax with their snack and a television programme for a short time until they are collected. Children's contact with the family dog is monitored and covered within her paperwork. The child minder does not use the Welsh language.

4. Leadership and Management

Adequate

Summary

The child minder has several years' practical child care experience and is caring for children who have been with her for some time. She no longer chooses to care for children under school age. She has developed strong and positive partnerships with parents and keeps them verbally informed about their child's well-being and progress. Some work is needed to ensure that the service meets the National Minimum Standards for Regulated Child Care (NMS) and relevant regulations.

Our findings

The child minder had addressed some of the recommendations made at the last inspection about her policies and procedures and recording systems although we found that not all the required paperwork meets current standards. In addition, it is not dated to ensure current relevance. The statement of purpose does not reflect changes to current practice. We looked at the child minder's policies and procedures and found that the safeguarding policy and procedure does not contain all the necessary information required. The complaints procedure does not clarify when parents may use the local authority's complaints procedure. There is no complaints procedure for older children to use. The behaviour policy and procedure does not contain all the necessary information. Details of recommendations are noted at the end of this report. There was no policy and procedure available to clarify administering medication and dealing with healthcare, illness and any resulting exclusion. The child minder records children's attendance and keeps sufficient information about them in contract forms. She renews the Disclosure and Barring Service (DBS) certificates for herself, her husband and son as necessary. The child minder's mother lives in the annexe adjoining the premises and a DBS certificate is also in place for her, although she has no unsupervised contact with the children.

We found that the annual review of the quality of care provided at her service is in process and the child minder is due to ask children and parents for contributions of their views about the service. The child minder told us that she will use information from this inspection to assist the process. Parents are given appropriate verbal information about their child's activities, food and personal care each day and the child minder works closely with them to ensure their children's needs are met. Discussion with her showed that she knows the children and their families well. We spoke to parents who all said they were very happy with the care their child receives. They were particularly grateful for the flexibility the child minder provides around school times and pick up and drop off arrangements. Although she does not provide holiday care, the child minder will consider requests for specific occasional days to meet families' needs. Parents said *"Fantastic. Julie was recommended by friends. She is very flexible, if I'm late, she will either keep the children or drop them off at my home"* and *"Absolutely fantastic! Couldn't fault it!"*

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:

- date all paperwork to ensure current relevance;
- inform CIW of the date of completion of the first aid training;
- revise the statement of purpose to fully cover NMS 1.2, including CIW's contact details, and a statement to say that CIW will be informed of any changes to it within 28 days;
- ensure the safeguarding policy and procedure refers to relevant All Wales procedures, the documents noted in NMS 20.2 and action to take should there be an allegation made while a child is in the service;
- revise the behaviour policy and procedure to include a statement to say that CIW will be informed of any changes to it within 28 days;
- revise the complaints procedure to clarify when the local authority's complaints procedure may be used;
- develop a complaints procedure for older children to use;
- revise the confidentiality policy and procedure to include whether or not the service is registered with the Information Commissioner's Office;
- provide policies and procedures to cover:
 - medication;
 - healthcare, illness and exclusion and
 - e-safety;
- undertake regular fire drills and record them;
- provide individual towels for children's use in the bathroom and
- fix the fire blanket to the kitchen wall so that it is easily accessible in an emergency.

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 five hours. We gave feedback of our findings to the child minder at the end of the visit. There were five children under twelve 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 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

7. About the service

Type of care provided	Child Minder
Registered Person	Julie Tyler
Registered maximum number of places	8
Age range of children	Under 12 years of age in full time school
Opening hours	7.00 – 9.00 and 15.00 – 17.30 five days a week during term time only
Operating Language of the service	English
Dates of previous Care Inspectorate Wales inspection	02 and 08 December 2016
Date of this inspection visit	07 January 2020
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: The child minder cares only for children before and after school during term time.	

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