



Childcare Inspection Report on

Helen O'Neil

Cardiff



Date Inspection Completed

22/10/2019

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

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Description of the service

Helen O'Neil is registered with Care Inspectorate Wales (CIW) to care for six children under the age of 12 years. She runs her service from her home in Cardiff which she shares with her family. Care is provided between 8:00am and 5:00pm, Tuesday to Thursday throughout the year. Children are cared for on the ground floor, with easy access to the kitchen, lounge/ playroom, bathroom and an enclosed garden. This is an English language service.

Summary

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

1. Overall assessment

Overall, we found that children experience a high standard of care. Children are happy and their needs are at the centre of the service. They are cared for by a qualified and very experienced child minder who promotes their well-being. Children benefit from a very well organised environment that encourages them to make independent choices and promotes play, learning and development. The child minder has made good use of both the indoor and outdoor areas to provide activities that are both exciting and engaging for the children. The service is managed to a suitable standard with procedures successfully implemented to ensure children are safe and their health is promoted. Some paperwork is in need of updating.

2. Improvements

Since the last inspection the child minder has reviewed and updated some of her policies. Accident records now include sufficient detail, are signed by parents and are stored confidentially. The child minder has also considered the way television is used in the setting and its impact on other activities and children's experiences.

3. Requirements and recommendations

We have advised the child minder that improvements are needed in relation to Regulation 16 (2) (a), the quality of care to be reviewed at least annually. A notice has not been issued on this occasion, as there was no immediate or significant impact on children using the service. We expect the child minder to take action to rectify this and it will be followed up at the next inspection.

Some good practice recommendations have been made which are outlined in section 5 of this report.

1. Well-being

Good

Summary

Children speak and express themselves confidently. They actively make choices about their play and are consulted about their care. Children are happy and feel safe having developed strong emotional attachments with the child minder. They interact well with their friends and make good progress in all aspects of their learning and development through fun, enjoyable and stimulating experiences.

Our findings

Children have plenty of choice and they voice their opinions. They made decisions about how and where they played in the child minder's home. They selected and asked for toys to play with and moved freely around the home, following their own interests. We saw a child playing happily with a dolls house, using figures to represent different members of their family and friends. Children's choices were listened to and they were able to express themselves well. Children were able to have a snack/meal when they were hungry and nap when they showed signs of tiredness.

Children are relaxed and content in the child minder's care. They have developed a strong relationship with her. On our arrival children were unperturbed by our presence and eagerly showed us toys that they were playing with. This demonstrates that children have developed a strong sense of security with the child minder and familiarity with their surroundings. Children chatted to the child minder in a relaxed and natural manner, and we saw children affectionately approaching her for cuddles. The settling in policy is implemented appropriately. Children settle in well because there are good procedures in place to help them get to know the child minder and other children attending the setting.

Children are beginning to understand their feelings, and behave in accordance with their age and stage of development. Children responded positively to frequent praise and encouragement. Children are beginning to share and take turns whilst playing, supported by gentle reminders from the child minder. We observed that older children are kind and gentle towards younger children and have formed strong friendships; when an older child arrived they immediately engaged in play with a younger child, sharing resources well. There was plenty of chat and laughter between children during their play.

Children experience a good range of activities that help them learn through play. They can explore a good variety of freely chosen and directed play. We saw children do this with confidence, moving between different play experiences, and sustaining an interest in the

activities available. For example, we saw children enjoying playing with vehicles, looking at books and playing board games.

Children have good opportunities to learn, develop and practice independence and are encouraged to do things for themselves. We saw children feeding themselves, tidying away toys, and taking off their own coats and shoes. These opportunities help them develop self help skills at an appropriate age.

2. Care and Development

Good

Summary

The child minder has good systems and procedures in place to ensure that she can offer a quality service to children in her care. The child minder plans a good balance of planned and free play activities, including trips out. She effectively assesses children's needs to enable them to grow and reach their full potential.

Our findings

The child minder implements good practice in relation to healthy lifestyles. She ensures children are physically active each day. She does not provide meals for children, however she does provide a variety of healthy snacks and water to drink. The child minder has an appropriate current first aid certificate and she has completed her Level 2 award in Food Hygiene. Most routines established promote good hygiene. Children were encouraged to wash their hands before and after eating using liquid soap. However, children dry their hands using a communal fabric towel which could result in cross contamination. A medication policy is in place and medication is only given with prior written permission from parents. The child minder records any accidents or incidents well. There is a Child Protection policy in place. However, the policy does not refer to the Prevent Duty, (this places a responsibility on providers to protect children from the danger of radicalisation). The child minder records children's attendance and notes the times that they are at the setting.

The child minder is positive in her approach to managing children's interactions. We observed lots of clapping and cheering and plenty of smiles and encouragement to celebrate children's achievements, significantly enhancing their well-being. The child minder acts as a good role model, and modelled manners consistently throughout the day, enabling younger children to hear 'please' and 'thank you' used appropriately. There is a behaviour management policy in place which is shared with new parents to ensure her approach in managing children's behaviour is consistent. We observed the child minder encouraging children to take turns and share, using a firm and fair approach. She is fully aware of the different needs and ages of children in her care and adapts her interactions and strategies accordingly.

The child minder facilitates children's learning successfully. She gathers information at registration effectively to learn about each child's needs. Discussions showed she had good knowledge of all the children in her care. The child minder provides good support for children with additional needs and works closely with families and outside agencies to promote children's development. Parents commented that this has had a significant positive impact on their children's development, and highly regard her input. Throughout the visit, we observed the child minder develop children's learning through play. For example, when

sharing a picture book with a child, the child minder asked, "*What can you see in the pictures?*" The child attempted to say the words, and the child minder modelled the words back to them, further developing their language skills. The child minder uses individual journals to record children's progress, which she shares with parents on a daily basis. The child minder promotes children's awareness of other cultures by celebrating festivals such as Chinese New Year, and there are a good selection of multicultural toys and resources to promote children's understanding.

3. Environment

Good

Summary

The child minder provides a safe and welcoming environment for children that stimulates their learning and meets their individual needs well. Children have access to a play room/ lounge, dining area and downstairs cloakroom. There is an enclosed garden for outside play.

Our findings

The premises are safe and secure. The child minder keeps children safe by providing suitable safety measures and the right amount of supervision. The main door to the house is kept locked with the keys close to hand in case of an emergency. The child minder completes daily visual safety checks to identify hazards which may occur, and is very risk aware, however there was no evidence to show that risk assessments are regularly reviewed. Public liability and car insurance are valid, and gas safety checks are up to date. A record of visitors is retained. Records show that smoke alarms are tested regularly and that fire drills are carried out frequently.

The premises are and welcoming and child friendly. Children are able to explore freely and there is sufficient floor space for them to play, and comfortable sofas for relaxing. Younger children are able to nap away from the main play area in a buggy in the hallway, enabling the child minder to regularly check upon them. There is a downstairs toilet that children can access themselves or with support, depending on their individual needs. Children enjoy sociable mealtimes at a large dining table, with appropriately harnessed booster seats if necessary. There is a spacious and secure garden with paved and grass areas for children to enjoy further activities such as sand and water play or physical play. Resources are easily accessible to children, which promotes their independence. The child minder gives due consideration to the areas in her home, to ensure it is suitable for the purpose of child minding.

Children have access to a wide range of good quality, developmentally appropriate play and learning resources, indoors and outdoors. These are available in sufficient quantity to ensure children have good variety and choice. We saw that all resources are clean and well maintained. The indoor area was well resourced with a range of activities including puzzles, books, board games, musical instruments, arts and crafts, Lego and small world play. There are a good selection of resources to reflect multiculturalism and diversity.

4. Leadership and Management

Adequate

Summary

The child minder manages her services to a suitable standard. She is open to feedback and keen to develop her practice. Documents and records are mostly kept to an adequate standard and stored securely. Good partnerships have been established with parents, many of whom have recommended the child minder to their family members and friends.

Our findings

The child minder has an awareness of the National Minimum Standards and Child Minding and Day Care (Wales) Regulations. Relevant policies were in place, and most were up to date. We looked at a sample of contracts and children's records and found that they contained all of the relevant information including parental permissions, which ensures that parents are fully aware of what practice is undertaken. The Statement of Purpose includes relevant information and is an accurate reflection of the service offered. However, it did not contain most up to date contact details for CIW, the child minder's own contact details or information about how the document will be kept under review and shared with CIW. The business is registered with the Information Commissioners Office and all documentation is kept in a secure and organised manner. The child minder is a member of an umbrella organisation which provides her with relevant guidance and information appropriate for her service.

There are suitable systems in place to capture the views of parents. We saw parental and children's questionnaires which enable the child minder to gather feedback on what the children enjoy and suggestions for improvement. However, the Quality of Care review is overdue; we discussed with child minder her regulatory responsibility to produce an annual report and she agreed to address this as a matter of urgency. The child minder keeps communication open daily with parents to ensure that she can gather any useful information from parents. There is a Complaints Policy in place, however this needs updating to include up to date CIW contact details. No complaints have been received about the service.

The child minder is well qualified and has a number of years' experience working with children. Observations showed she managed her time well and had organised resources effectively to support seamless play opportunities for children. Registers show that she operates within the conditions of her registration. Mandatory training is up to date, however the child minder has not yet completed training on the Prevent Duty. All household members have current Disclosure and Barring Service (DBS) checks to confirm their suitability.

The child minder works well with parents. She provides parents and carers with all the relevant information needed to make informed choices about the care of their child. Many parents have returned to the child minder with siblings, as they have been so pleased with the care that they receive. The child minder has established links in the community and with other child minders. She regularly takes children on outings within the community, including

the fire station, play centres, parks, farm shops and toddler groups. Children have plenty of opportunities to socialise with others, and become familiar with the community they live in and experience different outdoor spaces.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

The following good practice recommendations were discussed with the child minder;

- Ensure risk assessments are recorded and dated to evidence regular review;
- update the Statement of Purpose to include own/CIW contact details, a statement about arrangements to review, and send to CIW;
- undertake Prevent Duty training, and update the Child Protection policy to reflect Prevent;
- update the Complaints Policy to detail current CIW contact details; and
- ensure that the Quality of Care review is completed annually.

6. How we undertook this inspection

This was a full inspection undertaken as part of our normal schedule of inspections. One inspector visited the service which was announced at short notice to ensure availability. The following methodology was used to gather evidence for this report;

- observation of care practice;
- visual check of areas used for minding;
- consideration of information available to CIW prior to the inspection;
- spoke to the child minder and children present at the service;
- looked at a sample of documentation; and
- provided formal feedback by telephone on 25 October 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 O'Neil
Registered maximum number of places	6
Age range of children	Birth to 12 years
Opening hours	8:00am – 5:00pm, Tuesday to Thursday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	25 November 2015
Dates of this inspection visit	22 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 offer the 'Active Offer' of the Welsh language. 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>
Additional Information: None	

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