



Childcare Inspection Report on

Kay Lloyd-Lewis

Porth



Date Inspection Completed

18/10/2019

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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

Kay Lloyd-Lewis was registered in 2006. She cares for a maximum of three children aged under 12 years from her family home in Tonyrefail, Porth. The service operates Monday to Friday from 8:00am to 5:30pm, however, she currently works on a part-time basis. The main language of the service is English.

Summary

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

1. Overall assessment

Overall, we Care Inspectorate Wales (CIW) found that children are happy and settled with the child minder. They enjoy their play activities and interact relatively well. Children experience warm and caring interactions from the child minder. They are cared for in a comfortable environment and have access to a sufficient range of resources. The child minder manages her business adequately and has good partnerships.

2. Improvements

During the course of the inspection, the provider has:

- as a result of being notified that she was not compliant with regulations, taken prompt action to apply for Disclosure and Barring Service (DBS) certificates for all adult household members.

3. Requirements and recommendations

We found the child minder was non compliant with the following regulations:

- Regulation 29 (4) of The **Children and Families (Wales) Measure**; conditions of registration; This is because on the day of our visit the child minder was in breach of her registration conditions and had four children present, instead of the three that she was registered to care for and;
- Regulation 15 of the **Child Minding and Day Care (Wales) Regulations**; because the statement of purpose did not reflect the correct number of children being cared for.

We have not issued a non-compliance notice on this occasion, as this did not significantly impact on the children attending and the child minder had taken steps to resolve matters. Compliance for this notification will be checked at the next inspection.

We have made further recommendations, which are detailed at the end of this report.

1. Well-being

Adequate

Summary

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

Our findings

Children have some opportunities to make choices and decisions. For example, children chose which toys they wanted out of the toy box, which sticker sheet they wanted during a craft activity and what cup they wanted to drink from. Children had a choice of toppings for their morning snack of toast. Children confidently made their wishes known such as when they wanted the toilet.

Children were happy, settled and relaxed. They had developed good relationships with the child minder and confidently approached the child minder for cuddles and reassurance or to involve her in their play.

Interactions between children and the child minder were positive. Children were generally interested and engaged in their play. They co-operated relatively well whilst playing, sharing the stickers and toys on offer. However, some sharing and turn taking led to issues arising such as sharing the guitar, stickers and toys. Older children spontaneously said, "please" and "thank you". One child bumped into another and impulsively said, "sorry" and cuddled the other child.

Children were engaged in their play and learning. They enjoyed a reasonable selection of appropriate opportunities indoors and outdoors and could also relax and have quiet times. Children followed their own interests and enjoyed the activities on offer to them. Children became excited when showing us around the home, they giggled and jumped around the living room. Children had fun playing with the play houses, play people and role play food and relished playing the guitar, dancing and making music. The child minder told us that the children's favorite place to play was the playhouse and garden, however, due to the severe weather, they were unable to play outdoors at the time of the visit.

Children had suitable opportunities to develop their skills. Children enjoyed the activities on offer that further developed their cognitive, speech and language skills. For example they talked about colours, chatted about caring for their teeth and the tooth fairy as well as the heavy rain. One child explored items and containers, establishing how many items fitted into the smaller and larger containers. Children had some 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 if necessary.

2. Care and Development

Adequate

Summary

The child minder is relatively good at keeping children safe and healthy. She manages children's interactions in a kind and caring manner and promotes their learning and development sufficiently.

Our findings

The child minder understands her role and responsibilities in relation to keeping children safe and healthy. She is aware of her duty to report any child protection concerns. A child protection policy was in place, however, it was not comprehensive and did not contain information to follow in the event of an allegation being made against the child minder. The child minder told us that she had completed training in relation to the 'Prevent' duty. The child minder provided all the meals and snacks and generally encouraged healthy eating. She followed relatively satisfactory hygiene procedures, children washed their hands after toilet visits but we did not see the children wash their hands prior to eating and the child minder did not wipe the table. She gave children wet wipes to wash their hands after snacks. The child minder told us that one hand towel was available in the cloakroom toilet, and she washed it daily. Prior to the publication of this report, the child minder told us that she now provides each child with an individual towel. The child minder gave children safety messages, such as to sit properly at the table and to be careful not to trip over any toys.

Satisfactory behaviour management techniques are used. The child minder set a good example by always speaking calmly and politely to each child. She recognised and intervened when necessary to deal with sharing issues. The child minder was consistent in her actions, however, this was only effective for a short period. The child minder told us that she had not attended any courses in relation to behaviour management training. The child minder used every opportunity to praise positive behaviour such as when the children helped to tidy up and when they shared items. The child minder used positive encouragement, such as 'good listening'.

The child minder was caring and affectionate with the children in her care. She knew the children well and was responsive to their needs. For example, when a child need to visit the toilet or when they wanted a drink. The child minder did not currently maintain developmental records but had documentation available to use in the near future. The child minder constantly chatted to the children, engaged in their play and promoted their learning satisfactorily. She encouraged children to explore which toppings they could put on their toast, they discussed colours and she chatted to them about what they were doing during role play.

3. Environment

Adequate

Summary

The child minder provides a relatively safe, warm and homely environment. There is suitable space for children to play, rest and explore. The child minder has a satisfactory selection of resources and toys for children.

Our findings

The child minder ensured that her service was mainly safe, however, the main door was unlocked when we arrived. The child minder told us that she normally locks the door at all times. The child minder had risk assessments in place for each area used for child minding, for outings and some activities, however, she did not identify how she would reduce or eliminate any risks. The child minder told us that she had safety equipment, however, they were not in place at the time of the visit due to the age range of children she was currently caring for. This had not been included in the risk assessment. The child minder had an enclosed and secure rear garden. She had conducted and recorded a fire drill, however, records were brief. Prior to the publication of this report, the child minder confirmed that she keeps more detailed records. The heating test certificate was not available and a fire blanket was available in the utility room but it had not been wall mounted. Prior to the publication of this report, the child minder provided evidence that the fire blanket is now wall mounted. The child minder did not keep a record of visitors but told us that she had now ordered a book for this purpose.

The child minder ensured that the premises both indoors and outdoors were welcoming. 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 ground floor rooms only, such as the hallway, kitchen, lounge, cloakroom toilet, family room, conservatory and rear garden. The premises were clean, warm, comfortable and well decorated. The child minder provided a satisfactory range of toys to the children. Most were stored in a toy box and were easily accessible to the children. The child minder told us that additional toys and resources were stored in the playhouse in the garden.

The child minder ensured that children had access to equipment and toys that were appropriate for their ages, needs and development. Toys viewed were clean and in good condition, however, there was a limited supply. The child minder told us that she also had cars and garages, a fire engine, a work bench, male and female dolls, blue and pink prams, a tool belt, tills, café and baker's set. Children had access to items such as books, containers, play people, shoe play house and ice cream role play items. The child minder had car seats, a buggy, a step up stool and a toilet seat as well as a travel cot. The child minder told us that they had previously celebrated festivals such as St David's Day and

would reintroduce other celebrations in the future. She told us that she would follow the local school's celebrations in future.

4. Leadership and Management

Adequate

Summary

The child minder has recently recommenced her child minding business after being a dormant service for several years. The child minder strives to comply with the regulations and national minimum standards, however, she does not manage parts of her service effectively.

Our findings

The child minder had a statement of purpose, however, it did not entirely reflect the service provided. It stated that the child minder was registered to care for six children, however, the child minder's registration certificates showed that she was registered to care for three children. At the time of the visit, the child minder was caring for four children, therefore, the child minder was in breach of her registration conditions. She told us that she was caring for the fourth child as an emergency had arisen. Following the inspection, the child minder submitted an application to vary her conditions of registration. There was a range of policies and procedures available, however, the child minder had not reviewed, updated and dated them and she did not have a GDPR policy. Prior to the publication of this report, the child minder told us that she had devised a GDPR policy. She maintained some children's records such as contracts, however, one had been completed for siblings. Prior to the publication of this report, the child minder confirmed that she now has one contract per child. Other records such as child information forms and permission forms were not available. The child minder told us that these were stored away in a safe. The child minder had documentation to record accident, incidents and medication, however, told us that she had not needed to use these to date. The child minder told us that she kept an attendance register, however, we did not see these records as she told us that these were stored on her laptop upstairs. A valid public liability insurance certificate was available, however, the vehicle insurance was not. Prior to the publication of this report, the child minder provided evidence of valid vehicle insurance.

The child minder had a self-evaluation system in place, which included questionnaires for parents. The child minder had recently recommenced her child minding business after several years of not working as a child minder, therefore, a quality of care report was not due. She was fully aware of the need to evaluate her service on an annual basis and to obtain feedback from service users. The child minder agreed to make her quality of care report available to CSSIW in due course.

The child minder had her core training certificates available such as first aid, child protection and food hygiene. The child minder told us that she did not need to renew her food hygiene training as per guidance from the local authority. She also told us that she had also completed an Early Years Education Degree, a 'Theraplay' course to support children with anxiety and Sign Language training. The child minder had failed to ensure

that all adult household members held valid Disclosure and Barring Service (DBS) certificates. The child minder told us that she held a DBS via her role as a School Governor and did not realise that she had to have a separate one for her child minding role. During the course of the inspection, the child minder confirmed that she had applied for a DBS for all adult household members.

The child minder told us that she had a positive working relationship with parents and provided regular verbal updates. She told us that she kept in regular contact with parents via 'whats app' and provided photographs to the parents. The child minder told us that she took children on outings to the local community and visited parks, various shops and the library. The child minder intends to take children on various outings to the beach and farms and on various transport such as the trains and the buses in the future.

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:

- provide more choice of activities and resources and make sure they are easily accessible at all times;
- ensure that the child protection policy includes information to follow in the event of an allegation being made against the child minder;
- ensure that good hygiene practices are followed at all times;
- refer to Welsh Government's publication of Food and Nutrition for Childcare Providers for advice on providing healthy food and drinks;
- consider attending a behaviour management training course;
- complete developmental records for younger children;
- ensure that the main door is locked at all times;
- ensure that risk assessments are effective and identify all risks and how they are reduced or eliminated;
- ensure the heating test certificate is available for inspection;
- record any visitors to her home during child minding hours;
- promote and celebrate the wider world festivals, cultures and celebrations;
- review and update policies and procedures and ensure that dates are recorded;
- ensure that all children's information forms are easily accessible during child minding hours and are available for inspection;
- ensure that the attendance register is easily accessible during child minding hours and is available for inspection and;
- provide a copy of the quality of care report within 28 days of its completion.

6. How we undertook this inspection

This was an unannounced full inspection undertaken as part of our normal schedule of inspections.

One inspector visited the service on 18 October 2019 for approximately 3 hours. We:

- inspected a sample of documentation and policies;
- observed practice;
- spoke to children and the child minder and
- provided detailed telephone feedback to the child minder 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	Kay Lloyd-Lewis
Registered maximum number of places	3
Age range of children	0 – 12 years
Opening hours	Monday to Friday 8:00am to 5:30pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	8 June 2015 – Dormant
Dates of this inspection visit(s)	18 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:	

Date Published 20/12/2019