



Childcare Inspection Report on

Claire Ellis

Bargoed



Date Inspection Completed

10/07/2019

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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

Claire Ellis is registered with Care Inspectorate Wales (CIW) to provide care for up to six children under the age of 12. She lives with her husband and three children in the family home that is located close to local amenities and schools. The service is open from 7.30am to 5.30pm, Monday to Friday all year round, with the exception of bank holidays. It is an English speaking service.

Summary

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

1. Overall assessment

Children are settled, forming friendships with their peers and developing good relationships with the child minder and her children. They enjoy a range of age appropriate play activities and have opportunities for outdoor play. The child minder is kind, responsive to children's needs and provides a relaxed 'home from home' environment, although improvement is required in relation to paperwork and procedures. The home is suitable and offers sufficient space for children's play. Leadership is satisfactory and whilst the child minder has some appropriate systems in place, improvement is required in relation to documentation.

2. Improvements

The child minder has acted on non compliance identified at the previous inspection. She has a paediatric first aid qualification, she has sought the views of parents and Disclosure and Barring Service (DBS) checks are up to date for both herself and other persons over 16 who live on the premises. She has updated her child protection and first aid training in the past year.

3. Requirements and recommendations

We have made a number of recommendations in relation to care and development and in relation to the environment and leadership themes. The recommendations are discussed in the report and summarised at the end.

1. Well-being

Good

Summary

Children are comfortable and settled in a 'home from home' environment. They interact well with their peers and children across age groups happily play together. They have access to age appropriate play opportunities, and there are good bonds of affection evident between children and the child minder.

Our findings

Children are secure and separate well from their parents. They are settled in the home, are familiar with routines and comfortable in their surroundings. When we arrived a child was asleep and woke up later in the visit. They coped well with an unfamiliar face, responded positively to the child minder's reassuring voice and quickly settled down to play. Later in the inspection a child was collected from school. They smiled on seeing the child minder and happily walked back to her home where they immediately settled down to play with toys. A younger child was also familiar with the school routine and happily walked alongside the child minder to the school grounds. A new starter to the service was self-assured and explored the environment with confidence. Bonds of affection were evident between minded children, the child minder and her children.

Children enjoy their play and have a selection of age appropriate activities available to them, both indoors and outside. A younger child enjoying playing with blocks, briefly looked at small animals making animal noises as they played, and another child enjoyed physical play in the garden. Both children were smiling and engaged in their play and the older child enjoyed a game of football with the child minder's son. There are regular opportunities for children to enjoy trips out to local playgroups to extend their social network and there are also outings to the local library and local parks.

Children are learning new skills and developing their independence in relation to their gross and fine motor development and with regard to their social development. A young child confidently held crayons and scribbled on paper, picked up blocks to play with and drank from an appropriate beaker. Another child confidently kicked a football developing their co-ordination and balance in the process. Both children were respectful of toys and played with them appropriately. The older child showed confidence when playing with the child minder's two older children and was able to follow instructions and happily responded to requests to pick up the football and return it to them. They were confident to speak up and say what toys they wanted to play with and a younger child made their needs known through gestures and babbling.

2. Care and Development

Adequate

Summary

The child minder is responsive to the needs of children in her care and offers them a selection of play and learning opportunities to promote their development. Overall, there are satisfactory systems to keep children safe and healthy, although there is room for development regarding policies and some procedures.

Our findings

The child minder has a behaviour management policy and bullying policy explaining the strategies she uses and the information in these policies is sufficiently detailed. The child minder was not required to intervene as children were well behaved, but she acted as a good role model at all times, speaking gently and kindly to children. This fostered a calm and relaxed atmosphere within the home. We spoke to the child minder about children's development and she had an understanding of the progress they were making and was confident that they were meeting their milestones. Currently however, no records are kept in relation to children's development and in relation to their progress. Similarly, whilst the child minder plans for a range of play and learning experiences for children in her care, there were no records to illustrate the breadth of activities planned for children across the age range.

The child minder has a range of policies and procedures with regard to children's safety and health, some of which require development. For example, there is a medication policy but currently it does not explain the child minders procedure in relation to administering of non prescribed medication. We also noted that children share hand towels thereby increasing the risk of cross infection. Children's privacy and dignity is maintained as intimate care tasks are carried out in the toilet area, although currently there is no written nappy changing policy and no changing mat.

The child minder ensures that children have regular opportunities for outdoor activities such as trips to local parks, but there is no outings policy explaining the steps taken to ensure children's safety. She is able to deal with minor health issues and she has recently updated her paediatric first aid training. She has also updated her child protection training in the past year. There is a written policy and procedure in relation to safeguarding processes, but it lacks detail in relation to how concerns are reported and recorded. There is no reference to Prevent Duty in the policy, although the child minder has downloaded a comprehensive document on Prevent. Pre-existing injury forms are available, but currently any concerns are discussed with parents and not recorded. This means that there are no written records, which may be required if a referral is made to safeguarding agencies.

3. Environment

Adequate

Summary

The child minder provides a 'home from home' environment for children and minding is carried out on the lower ground floor of the property, which is accessed via steep stairs. There is direct access to the garden from the play room which has an open plan kitchen area.

Our findings

The child minder has measures in place to ensure the premises are safe for children, although there is room for development. The play room is located on the lower floor of the three storey property. Safety gates are in situ at the top and bottom of the stairs. Two smoke alarms have been installed and are tested regularly, but not currently recorded. There is a fire evacuation plan and fire evacuation drills are conducted and recorded. The kitchen is open plan to the play room and cupboard restrictors prevent children from accessing hazardous products. There is a wall mounted fire blanket and a current gas safety certificate. The top section of the garden is used for child minding and a padlocked gate prevents children from accessing the lower section. The child minder has risk assessments, but they do not cover all aspects of the service, such as outings, all areas of the premises or activities. For example, whilst the child minder has sought parent consent for children to use the trampoline, this equipment has not been risked assessment and reference made to manufacturers guidance. Records showed that there is current liability insurance.

The home provides sufficient space for the number of children the service is registered for, offers natural light and is maintained to an appropriate standard. There is a suitable standard of décor and a clean and uncluttered kitchen area. Toilet facilities are easily accessible for children giving them independence. Many resources are easily accessible to children and additional resources are stored in a cupboard and brought out to give children greater choice. There is a dining table suitable for older children and comfortable seating for relaxation. Due to the steepness of the stairs the child minder ensures that younger children are secure in buggies before collecting other children from the downstairs play room.

The child minder has an ample selection of some resources such as arts and crafts, magnetic blocks, construction toys and small toys, all of which were in good condition, but limited cultural resources and Welsh books. There is a buggy for transporting younger children and this was seen to be in good condition. A visual inspection of toys and equipment is completed to ensure that they are safe and suitable for children to use.

4. Leadership and Management

Adequate

Summary

The child minder runs her service to a satisfactory standard. She has a range of service documents, some of which require development and she consults with parents and children as part of her quality assurance process. There are positive partnerships with parents who use her service and the child minder has addressed some of the areas for improvement identified at the previous inspection.

Our findings

The child minder has developed systems to support her in the operation of her service, but some documents require attention. The statement of purpose provides parents with some information about the service so they can make an informed choice about its suitability, but information was limited on family composition and routines, whilst terms and conditions, admission and arrangements for dealing with emergencies lacked detail. There was a good range of policies overall, although they were not dated so it was unclear when they were last reviewed. The complaints policy provides parents with some information about how they can raise a complaint/concern about the service, but it was quite brief. Additionally, the admission policy was inaccurate as it referred to the service being registered for five children instead of six and there was no timescale included in the uncollected child policy. Contracts we examined contained relevant information and children's details are gathered prior to their admission. Attendance records are maintained including the time of arrival and departure of children and the child minder maintains a visitor book.

Management of the service has improved since the previous inspection. Disclosure and Barring Service (DBS) checks are up to date for all persons over the age of 16 who reside at the premises and the child minder has updated her training as recommended at the previous inspection. Parents receive sufficient notice of any holidays the child minder has planned so they can make alternative child care arrangements and she has an agreement with a local child minder to cover in the event of any emergency.

The child minder has made improvements in relation to monitoring and reviewing of her service. She has completed a review of quality of care report and has sought the views of people who use her service; an area identified requiring improvement at the previous inspection. We examined documents relation to this aspect of her service and saw that parent questionnaires were very positive and indicated a good level of satisfaction, although questionnaires were not dated so we were unable to establish when they were sent out and returned. We also noted that the report was quite brief and did not provide a great deal of information from parents and children, as well as limited evidence of action planning. We spoke to one parent during our visit and they were very happy with the service. We have also received one parent questionnaire. The child minder generates business via word of

mouth and communicates with parents when they drop off and collect their children and via the telephone.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

At the previous inspection CIW identified non compliance in relation to:

Regulation 6 (3) (a) (i) as the child minder did not have a current Disclosure and Barring Service (DBS) check;

Regulation 20 (4) (a) as not all persons residing at the premises had a current Disclosure and Barring Service (DBS) check;

Regulation 24 (2) (b) because the child minder did not have an up to date paediatric first aid qualification and

Regulation 16 because the views of parents and children were not been sought as part of the review of the service.

The child minder has since addressed all of these matters.

5.2 Recommendations for improvement

- Ensure that policies and key documents are dated and reviewed regularly, and revise the, medication , admission, complaints and uncollected child policies and develop a nappy changing policy and outings policy;
- develop the child protection policy and procedure to clearly explain the procedure for reporting and recording concerns, include information on Prevent Duty and ensure that pre-existing injury records are completed;
- review the statement of purpose to provide more detailed information on the service provided;
- ensure that the next review of quality of care offers more feedback on parent and children's views and clear action planning for improvement;
- develop planning records to show the range of activities offered to children and consider how children's progress can be recorded to plan for their next steps;
- review infection control procedures in relation to hand washing and purchase a changing mat for intimate care tasks;
- extend risk assessments in cover all aspects of the service including activities such as use of the trampoline, outings and all areas of the premises and
- develop the range of cultural resources, including Welsh books available to children.

6. How we undertook this inspection

This was a full inspection conducted as part of our normal schedule of inspections. It involved one inspector visiting the service over one day for approximately four and a half hours. The methodology used for the inspection included:

- Speaking to the child minder, two minded children and one parent;
- observing care practice and interactions between the child minder and children;
- a visual inspection of rooms used for minding purposes;
- examination of service records and documents including contracts, safety records and the policy file and
- examination of information available to CIW including the previous inspection report and one parent questionnaire.
- We feedback our findings to the child minder at the end of the inspection process.

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	Claire Ellis
Registered maximum number of places	6
Age range of children	7 months to 9 years
Opening hours	7.30am to 5.30pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	14/01/2016
Dates of this inspection visit	10/07/2019
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. 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	

Date Published 29/08/2019

No noncompliance records found in Open status.