



Childcare Inspection Report on

Claire John

Newport



Date Inspection Completed

12/06/2019

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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

The child minder operates her service from her home in Newport, where she lives with her family. She is registered to care for eight children under 12 years at any one time. Child minding is offered before and after school, Monday to Friday between 7:40am and 8:35am, and 3:50pm and 6:00pm during school term time. The child minder also operates during school holiday periods. Children have access to the ground floor areas and upstairs bathroom. Care is provided through the medium of English, with the use of incidental Welsh. During our inspection visit there were five minded children present aged five to ten years.

Summary

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

1. Overall assessment

Children attending this service are content, occupied and at ease in the child minder's care. They have free choice about what they would like to do and they are able to access plenty of resources. The child minder plans a good variety of activities for them, based on their ideas and input. Her home is clean, tidy and risk assessed to ensure high safety standards. Satisfactory policies and procedures are in place for the child minding business. However, the child minder's Food Hygiene certificate had expired and some administration improvements are needed.

2. Improvements

No areas of non-compliance were identified at the child minder's previous inspection undertaken on 16 December 2016. Three of the four recommendations that were raised have been met. These relate to updating her training in safeguarding, completing an annual review of her service and developing a system for observing, recording and planning activities for pre-school aged children.

3. Requirements and recommendations

We made recommendations for the child minder to update her training and paperwork, to fully reflect the good quality of care provided to the children. These are highlighted in further detail at the end of this report.

1. Well-being

Good

Summary

Children's ideas and opinions are prioritised all areas of their care, development and play. They are happy attending and have developed close relationships with the childminder and other children. The variety of play and learning opportunities available to them suit their needs well. They are developing positive independence skills as expected for their ages and stages of development.

Our findings

Children are confident to communicate their needs. Their play preferences are prioritised and they are provided with choices for all aspects of their care, demonstrating that their viewpoints are highly valued. We saw they chose the fruit snacks they wanted to eat and accessed their preferred resources. They easily approached the child minder for any extra requests, such as for more equipment and to show her their work. Children enjoyed the positive feedback they received for their achievements, which promoted their self-esteem. They spoke about their enjoyment of attending the service and what they like to do. They told us that they are free to select their activities and particularly like the crafts, playing outside and being with other children, who they have formed close friendships with. We saw them interacting comfortably with one another and intermittently chatting with the child minder, enjoying every day conversations with her. They received responsive care and attention, such as for food and drinks when they were hungry and thirsty, and felt valued as the child minder paid close attention to their needs.

Children have developed positive social skills and play co-operatively with one another. There was a calm atmosphere noted with the children displaying good manners. They know the boundaries within the setting and did not need any reminders from the child minder for how to behave. They are encouraged to follow their interests for what they would like to do, with a balance of some planned optional activities for them to join in with. They enjoyed making father's day pictures, which sustained their interests for a good time period. They told us that they know where things are kept and helped themselves to what they needed. Children's development is promoted through a good balance of learning experiences and the wide variety of resources and opportunities available to them, including use of local facilities during school holidays. They also receive incidental learning of the Welsh language, through spoken common phrases and words, and through accessibility of Welsh resources, including books. We noted that all children present had good all-round levels of independence, including for self-care skills, asking for help and doing everyday tasks for themselves.

2. Care and Development

Good

Summary

The child minder has a good understanding of her responsibility to keep children safe and healthy. She has a relaxed and approachable manner to caring for children, with realistic ground rules in place, which have been established well with the children to support their social skills. The child minder includes children's ideas to plan meaningful activities for them, which supports their progress and development.

Our findings

The child minder is experienced in her role, implementing good practice to safeguard children's health and wellbeing. Relevant permission forms, such as for emergency medical treatment, are shared with and signed by parents. The child minder has not obtained parental permission to take photographs of children as recommended in the last inspection report, but agreed to do this in future. A child protection policy is in place, which includes details of the Prevent duty, a government strategy to help protect children from extremism. Children bring packed lunches during holidays and the child minder provides healthy snacks for them. We saw that fresh drinking water is always made available to them, in their own drinking containers. The child minder is registered with the Environmental Health Department as a food provider. Good hygiene routines are in place to promote children's good health. For example, they are encouraged to wash their hands at appropriate times using liquid soap and separate paper towels, to help infection control. Fire drills are practised and recorded, ensuring that all children receive opportunities to participate and learn about fire evacuation procedures, which a child described to us. We viewed the child minder's accident, incident, and medication records and noted that they include detailed information.

The child minder has a clear policy in place outlining positive behaviour management strategies for her service. It was evident that they have been effectively used, as we observed the children playing respectfully together. There were no instances requiring the child minder to intervene in their interactions. She was alongside them for help when needed and sociably joined in with them in a relaxed way, sharing her attention between them. She prioritised their play ideas, but also provided them with plenty of alternative activities to choose from. She has a good understanding of the Foundation Phase curriculum and how to apply it, as she has recently attended training on 'Learning through Play'. She is aware of her responsibility to record and assess children's progress and next steps for development, but does not currently mind any children during the school day.

3. Environment

Good

Summary

The child minder's home provides a welcoming environment for children, which is risk assessed to maximise their safe care. Areas are well resourced with equipment and furniture to enable children to play, learn and relax comfortably. Resources are maintained to a good standard.

Our findings

The child minder is fully aware of her responsibility to ensure that the environment and areas used for child minding are kept safe. Written risk assessments are available and kept up to date, as well as daily visual checks to identify any potential hazards. Smoke detectors are in place and routinely checked to ensure that they are in good working order. A fire blanket is secured to the wall in the kitchen, so that it is easily accessible. Mandatory annual safety checks are completed on all gas appliances, with the last certificate dated 26 March 2019, ensuring that they are all safe to use.

The child minder's premises provide a homely environment for the childcare service. It is of a high standard of cleanliness and decor, furnished to provide areas for children to comfortably play and rest. The space is uncluttered with resources easily accessible to the children. A large dining table and chairs is used for children to sociably enjoy eating snacks and meals together and complete table top games and arts and crafts activities. There is a living room for extra space if older children need to play and relax separately from younger children. It is setup with sofas and a television. Toilet facilities are accessible to the children on the first floor. There is a garden for the children to enjoy playing outdoors, which is securely enclosed. There is a supply of physical equipment for the children to use, which is stored in the shed.

Resources and equipment are of a high standard and variety to support children's learning in all areas, and to keep them well engaged and stimulated. They are in good condition and kept clean and well maintained for the children to use. A variety of books and games are in place to promote cultural awareness. There are plenty of play and learning opportunities for younger and older children, as there are resources to cater for all age ranges.

4. Leadership and Management

Adequate

Summary

The child minder has processes in place to help her to manage her service appropriately. She keeps full and up to date records and updates her knowledge through undertaking appropriate training. However, her food hygiene training has lapsed. Some evidence of self-evaluation to identify areas for improvement is undertaken, although a quality of care review report has not yet been completed.

Our findings

Appropriate records for the child minding service are completed. Policies and procedures are signed and dated on an annual basis, to evidence their continual review. We viewed the statement of purpose and saw that it covered all aspects of the changes to the regulations and how the business operates. Accurate attendance records are kept in a diary. Some systems are in place to monitor and evaluate the service. There was evidence of questionnaires completed by parents and children, in preparation for completing this year's report, demonstrating that the process for reviewing her service had begun. However, a report has not yet been completed or consideration given to improvements needed to move the service forward. Children's comments included, "excellent" and "I like to play with my friends". An appropriate complaints procedure is available and since the last inspection no complaints regarding the service have been received. We viewed Disclosure and Barring service checks and found that they were in place for the child minder and all household members over the age of 16 years. The child minder values training opportunities to enhance her skills and knowledge. She is in the process of updating her Paediatric First Aid training and renewed her Safeguarding training in November 2018. She also attended a course on the Foundation Phase curriculum in September 2016. Certificates were available for inspection. We noted that the child minder's Food Hygiene certificate had expired and she agreed to update her training knowledge.

Processes are in place to support good partnerships with parents. The child minder meets with them prior to children starting, to help her to collect important information regarding their needs, and to ensure that there is clarity about the service provided. Contracts are completed and include all of the relevant detail. They are shared with parents, setting out the expectations of both parties. The child minder offers flexible settling in sessions to help smooth transitions. At the end of each child's session, verbal feedback is offered to parent's. We had the opportunity to speak to four parents during the inspection. They all spoke highly about the service they and their children receive and in particular, commented on the child minder's flexibility. All minded children are in full time school, but some of them have been attending since very young and their parents have been very happy with their progress.

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

None

5.2 Recommendations for improvement

In order to develop the service further and improve outcomes for children, we discussed the following recommendations with the child minder:

- Update their training in Food Hygiene;
- ensure that an annual Quality of Care report is written to show improvements needed to the service; and
- obtain parental permission to take photographs of the children.

6. How we undertook this inspection

This was a scheduled inspection as part of our normal programme of inspections. One inspector undertook one visit to the service and spent time with the child minder and five children in her care.

We used the following methods to gather evidence for this report:

- We reviewed all information held by CIW prior to our visit;
- we viewed all parts of the premises being used for child minding purposes,
- we observed the child minder's interactions with the children present;
- we spoke with children and their parents about their experiences using the service;
- we spoke with the child minder about how she operates her business;
- we examined a range of documentation, including, policies and procedures, risk assessments, contracts, accident, incident and medication records, attendance records, safety certificates and training certificates; and
- our findings were fed back to the child minder at the end of the inspection.

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 John
Registered maximum number of places	8
Age range of children	4 years to 10 years old
Opening hours	Monday to Friday 7:40am-8:35am and 3:50pm-6:00pm term time, and during the day in the school holidays
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	16 December 2016
Dates of this inspection visit	12 June 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 through the medium of Welsh. We recommend that the service provider considers Welsh Government's ' <i>More Than Just Words</i> ' follow on strategic guidance for Welsh language in social care'.
Additional Information:	

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