

Childcare Inspection Report on

Diane Shallis

Penarth



Date Inspection Completed

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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 2007. She provides home based child care for up to ten children under 12 years old. She operates from Monday to Friday providing a flexible service to meet the needs of families, including school holidays. She lives in Penarth in the Vale of Glamorgan and provides an English language service with lots of incidental Welsh used within activities and general conversation.

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, caring and cheerful 'family style' service, which includes lots of good practice. She gives children plenty of choice 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. She ensures they have fun with her while promoting their play, learning and development and children benefit from a healthy lifestyle. The child minder provides a safe and child friendly environment and children have access to an appropriate range of experiences and resources. She keeps her training up to date and a mostly satisfactory range of policies and procedures to support her business.

2. Improvements

The child minder had no recommendations made at the last inspection which was focused on her move to a different house. Children's experiences have been enhanced because a small extension has been built, providing additional and more open play space with direct access to the garden. The child minder is currently considering offering the Welsh Government's 30 hours free child care to families.

3. Requirements and recommendations

We advised the child minder that improvements are needed in relation to completing the annual review of her service to comply with Regulation 16 (1). A notice was not issued on this occasion as there was no immediate impact for 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.

We made some recommendations to develop the service and improve outcomes for children. These included revision to paperwork and to develop a system to record her observations of children for activity planning.

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. They develop their self-help skills effectively and undertake activities which build their confidence and self-esteem. Children enjoy a good variety of activities both at the child minder's home and on outings in the wider community.

Our findings

Children can make choices and express their views. They have a good variety of resources and activities available to them. Children enjoyed choosing their play activities such as making their own creative pictures or playing with toys in the living room. A younger child's attempts at words were repeated and reinforced by the child minder to improve their communication skills and older children told us about their favourite toys and activities, such as a wooden construction kit.

Children make themselves very much at home after school. We saw they were well settled and relaxed and have developed good bonds of affection with the child minder. During the inspection children all received warm close attention and they received lots of praise such as *"Wow! You did it! Bendigedig!"* from the child minder which enhanced their self-esteem. They were confident and happy to ask her for anything they needed, join in conversation or play by themselves.

Children interact very well in this service, although some have been attending for a relatively short period. We observed them all chatting, laughing and playing happily together at snack time and while busy with their craft activities. Older children cheerfully included their younger friends and there was a calm family atmosphere. We saw the children engage and cooperate with others in the park, helping to push the roundabout.

Children are familiar with their surroundings and know where things are and can be independent in their play. Children help tidy toys away at the change of an activity and put on their own shoes before going out. Younger children are given lots of support to learn to manage their own personal needs. They develop concentration skills in focused activities well, such as themed crafts with appropriate support from the child minder. Children are supported in a non-intrusive manner as they used different resources and play spaces, enabling them to feel trusted and take appropriate responsibility.

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 learning and development.

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. She renews the Disclosure and Barring Service Certificates for herself, her husband and son as necessary. She is registered with the local authority in terms of safe food provision and maintains Paediatric First Aid training so that she can deal with minor emergencies. The child minder provides snacks such as fruit and toast and water for children, while parents provide all main meals. She follows a healthy eating approach which takes account of any individual dietary requirements. Fire drills are practised regularly so that children are able to evacuate the premises and details of these are logged, along with smoke detector checks. 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. We saw best practice in place for nappy changing arrangements, although the nappy changing policy and procedure was not available.

The child minder is cheerful, clear and firm with children, explaining next steps as needed. We accompanied her to a local park, where children enjoyed using the slides and climbing frame, exploring their individual risk-taking abilities. Children were given 'countdowns' to leaving the park and were encouraged to hold the gate for the push chair and the child minder asked appropriate questions to extend their knowledge and vocabulary. The child minder described her weekly routine which includes child-led free play opportunities and experiences at home or in the local community. Children have lots of opportunities for being outside because they walk to and from school each day and walk to local parks as well as playing in the garden. Outings and activities are effectively planned to take account of children's sleeps and the school runs, as well as their age and stage of development. The child minder carries out some seasonal and cultural themed activities with children. She shares verbal information about children with their parents but does not keep individual care diaries for younger children. While she is mindful of children's individual developmental progress, she does not record her observations to use in planning for their next steps in play and learning.

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 and enhance 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 visual risk assessment and good cleaning routines throughout the play space. We were told that planned regular deep cleaning takes place although the formal written risk assessment of the premises had not been updated since the last inspection. The front door was kept locked during the inspection, the garden access is kept secure when in use and visitors to the premises are recorded. Builders were working on the outside of the house. We noted additional good safe practice in place when children were needing to go in and out of the house for park play and school collection. We saw the first aid kit and fire blanket available in the kitchen, although the fire blanket was not fixed to the wall so that it was easily accessible. Clean, hygienically maintained toilet and hand wash facilities are available on the ground floor, which older children use independently. 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, but she could not find a written confidentiality policy or procedure. She was not clear whether or not she is registered with the Information Commissioner's Office (ICO). There is no e-safety policy and procedure in place which covers children's access to, and use of, the internet, mobile phones or computer games. However, children have no individual access to the internet while in her care.

The child minder's home is welcoming and child friendly. The main play spaces are a large open plan kitchen and dining area and the family living room. Babies' sleep in a lie-back pushchair on the ground floor. The garden is accessed from the kitchen. We saw children helping themselves to toys and resources from the storage boxes or with toys left out, such as vehicles, construction toys, books, small world and home corner equipment, which the children enjoyed using. The Welsh language is introduced to the children and used within activities, books and general conversation. Children are becoming familiar with aspects of the language and we observed a younger child call the child minder "*Da iawn*" instead of Diane.

4. Leadership and Management

ADEQUATE

Summary

The child minder runs her service appropriately so that it mostly meets the National Minimum Standards for Regulated Child Care (NMS) and relevant regulations. She has several years' practical child care experience and is considering working towards a formal child care qualification. She has developed strong and positive partnerships with parents and keeps them verbally informed about their child's well-being and progress. Some improvements are required to ensure the child minder is compliant with the Regulations and to improve administrative procedures.

Our findings

The child minder demonstrates sufficient leadership skills in the documents and records she keeps for her service, although not all the required paperwork was available. The statement of purpose does not reflect the level of Welsh used and the current arrangements for food provision. We looked at the child minder's policies and procedures and found that the safeguarding policy and procedure does not refer to the relevant documents noted in National Minimum Standards for Regulated child Care (NMS 20.2). It does not contain information about the Prevent Duty, which is regarding her responsibility in terms of the potential for children being drawn into acts of extremism. The complaints procedure does not clarify when parents may use the local authority's complaints procedure or action to take in a concurrent investigation. There is no complaints procedure for older children that use the service. The behaviour policy and procedure does not include a statement to say that CIW will be informed of any changes to it within 28 days. The child minder keeps sufficient information about children in contract forms, but paperwork is not dated or kept in an organised, accessible system.

We found that the annual review of the quality of care provided at her service had not been completed since 2016. This is a matter of non-compliance with the Child Minding and Day Care (Wales) Regulations 2016, although we have not issued a non-compliance notice about this matter on this occasion as there was limited impact on the children attending. The child minder told us she is aware of the need to update her paperwork and record systems. She stated that she will use information from this inspection to carry out the review of her service over the next few weeks.

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. A parent told us about the settling in process which enabled their child to be comfortable and make friends quickly. Children's transition to school is facilitated well because the child minder is well-known at the local school and children become familiar

with the daily routines for siblings and friends. We spoke to parents who said they were very happy with the care their child receives with comments such as *“Fantastic. [Child] is more than happy, talking about their ‘Diane days’”* and *“Never any problems.”*

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:

- revise the statement of purpose to fully cover NMS 1.2 and include the level of Welsh used in the service;
- ensure the safeguarding policy and procedure refers to the documents noted in NMS 20.2 and reflects the Prevent Duty 2015 and awareness of the potential for radicalisation of children and young people;
- 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 and action to take in a concurrent investigation;
- develop a complaints procedure for older children to use;
- keep a confidentiality policy and procedure available and include whether or not the service is registered with the Information Commissioner's Office;
- provide policies and procedures to cover:
 - nappy changing;
 - pets;
 - healthy eating and
 - e-safety;
- develop a system to record observations of children's development and how they are used to plan next steps in their learning and play;
- ensure a written risk assessment is included in the annual review of service; 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 six 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	Diane Shallis
Registered maximum number of places	10
Age range of children	Under 12 years
Opening hours	8.00 – 17.30 x five days a week including school holidays
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	4 May 2016
Dates of this inspection visit	18 September 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: none	

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