



# Childcare Inspection Report on

**Melanie Phillips**

**Cardiff**



**Date Inspection Completed**

13/01/2020

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## **Description of the service**

Melanie Phillips is registered with Care Inspectorate Wales (CIW) to care for up to ten children under the age of 12 years. She has been registered since November 2007 and runs her service from her family home in Lisvane. The service operates Monday to Thursday from 7.30am-6.00pm during term time and in some school holidays. Care is delivered through the medium of English, with incidental Welsh used during play. The family have a pet dog.

## **Summary**

### **1. Overall assessment**

This inspection was a focused visit to consider a concern raised with CIW related to safe transportation of children and the management of the service.

Children experience an excellent standard of care. They are very happy and their needs are at the centre of the service. They are confident to explore and to express themselves, and have clearly developed warm, fond relationships with the child minder. Children benefit from a safe and very well organised service.

### **2. Improvements**

Two recommendations made at the last inspection in February 2019 to risk assess the family dog and to enhance parental permissions have been addressed.

### **3. Requirements and recommendations**

We found no issues of regulatory non-compliance and we made no recommendations to improve practice.

# **1. Well-being**

## **Summary**

This was a focused inspection to consider a concern. We have not considered this theme in full and therefore we have not issued or revised any ratings awarded previously.

## **Our findings**

Children are happy, comfortable and relaxed in the care of a child minder with whom they have developed an excellent, warm relationship. Two young children were present when we first arrived and a further four children were collected from school. We saw that children are able to make decisions and were happy to communicate their needs and wants to the child minder.

The children were happy and well engaged in their free play with the toys available to them, especially the dressing up outfits. There were boxes of toys on offer to the children and they were confident in accessing these when they wished. We also saw the children ask for additional toys and they were provided for them. Following the school pick up, the older children were confident in accessing the play room and their wishes to have a fruit snack were respected by the child minder.

## **2. Care and Development**

### **Summary**

This was a focused inspection to consider a concern raised. We have not considered this theme in full and therefore we have not issued or revised any ratings awarded previously.

### **3. Environment**

#### **Summary**

This was a focused inspection to consider a concern raised. We have not considered this theme in full and therefore we have not issued or revised any ratings awarded previously.

## **4. Leadership and Management**

### **Summary**

This was a focused inspection to consider a concern raised. We have not considered this theme in full and therefore we have not issued or revised any ratings awarded previously.

Parents and children benefit from a very well run, safe and well planned service, and from a child minder who is knowledgeable, safety conscious and caring.

### **Our findings**

Leadership of this service is excellent. Throughout our visit, the child minder was caring for fewer children than her maximum registered number of 10. She keeps documentation for her service up to date. We looked at the register and found no evidence that the registered number of children had been exceeded. The child minder confirmed there are several days each week where she cares for 10 children and is mindful that this can look like a lot of children to members of the public. The register shows she does mind 10 children after school some days, which is appropriate as she is able to care for no more than 10 children under the age of 12 years, including her own children.

The child minder ensures that children are safe at this service. We accompanied the child minder on a school run and we found her practice to be suitable and safe throughout. She had clearly considered safety matters, such as taking a route which avoids walking alongside main roads where possible. A safe transportation policy also shows how the child minder ensures children are kept safe when on outings.

The child minder does not employ an assistant. In an emergency she would leave the children in the care of the emergency nominated child minder, which is outlined in her emergency policy. Parents are aware of this practice and that it would only be used in an emergency situation. The child minder told us that she does not leave the children with anyone else.

**5. Improvements required and recommended following this inspection**

**5.1 Areas of non compliance from previous inspections**

None

**5.2 Recommendations for improvement**

None



## **6. How we undertook this inspection**

This was a focused inspection undertaken to consider a concern raised with CIW. We considered the following information as part of the inspection process:

- two inspectors undertook an unannounced visit to the service to observe children and the care they received;
- we reviewed information held by CIW;
- we accompanied the child minder on the afternoon school run on foot;
- we discussed the concern with the child minder; and
- we looked at a relevant selection of records, including registers and health and safety policies.

Further information about what we do can be found on our website:

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## 7. About the service

Type of care provided	Child Minder
Registered Person	Melanie Phillips
Registered maximum number of places	10
Age range of children	Birth to 11 years
Opening hours	7:30 – 18:00, Monday to Thursday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	19 February 2019
Dates of this inspection visit	13 January 2020
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 <i>'More Than Just Words follow on strategic guidance for Welsh language in social care.'</i>
Additional Information: None	

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