



# Childcare Inspection Report on

**Claire Williams**

**Nr Bridgend**



**Date Inspection Completed**

29/10/2019

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<b>Ratings</b>	<b>What the ratings mean</b>
<b>Excellent</b>	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
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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 Williams was registered in 2007. She cares for a maximum of ten children aged under 12 years from her family home in Pencoed. The service operates Monday to Friday from 7:00am to 6:00pm. The main language of the service is English.

## Summary

Theme	Rating
<a href="#">Well-being</a>	Adequate
<a href="#">Care and Development</a>	Adequate
<a href="#">Environment</a>	Adequate
<a href="#">Leadership and Management</a>	Adequate

## Summary

### 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 caring interactions from the child minder. They are cared for in a comfortable and reasonably safe environment and they have access to a sufficient range of resources. The child minder manages her business adequately and has good partnerships with parents.

### 2. Improvements

- None.

### 3. Requirements and recommendations

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

- Regulation 15, statement of purpose; because the statement of purpose did not fully meet regulatory requirements and
- Regulation 31, provision of information; because the child minder had not notified CIW of changes to household members.

We have not issued a non-compliance notice on this occasion, as this did not significantly impact on the children attending. 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 helped themselves to the toys and asked to put the television on for their favourite programme. Children chose which coloured sheet to colour and helped themselves to the crayons. Children confidently asked to visit the toilet.

Most children were happy, settled and relaxed. They had developed good relationships. Any unsettled children sought comfort from the child minder. Interactions between children and the child minder were positive. Children confidently approached her for cuddles and reassurance. Children were generally interested and engaged in their play. Nearly all children played well together, sharing crayons and helping each other to build a train track. There were some minor sharing disputes.

Children 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. They became excited when showing us around the home; they giggled and jumped around the living room. Children had fun building the train track, problem solving whilst trying to fit various sections together. The child minder told us that children particularly enjoyed being outdoors in the garden. We did not see outdoor play during our visit.

Children had suitable opportunities to develop their skills. They enjoyed the activities on offer and further developed their cognitive, speech and language skills. For example, they talked about colours and numbers. We heard older children discuss what colour the autumn leaves changed to during the season and saw a younger child count his age on his fingers. Children had some opportunities to be as independent as possible. For example, one child visited the toilet alone and most children ate their food independently.

## 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 had a child protection policy; however, she had not reviewed it since 2017. She told us that she had not attended a child protection course or prevent duty training and had not completed any food hygiene courses; therefore, she was not entirely clear on her role in relation to keeping children safe and healthy. The child minder did not provide the children's meals but did offer some fruit and drinks of squash, water, milk or juice. The child minder followed relatively satisfactory hygiene procedures. She encouraged children to wash their hands after toilet visits but we did not see the children wash their hands prior to eating and she did not wipe the table before use. The child minder did wash down the highchair and gave the younger children wet wipes to wash their hands after snacks. We saw that only one hand towel was available in the bathroom for the children to dry their hands. Prior to the publication of this report, the child minder told us that each child now has a colour coded individual hand towel to dry their hands. She gave children safety messages, such as to be careful whilst playing with the role play kitchen doors. However, she did not always ensure that toys and items, such as Lego, which is not suitable for younger children, were out of their reach.

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, such as when one child would not share a ball. The child minder calmly gave an explanation and the child agreed to share. She used every opportunity to praise positive behaviour such as when the children helped to tidy up and when they shared items.

The child minder was caring and affectionate with the children in her care. She knew them well and was responsive to their needs. For example, when a child needed to visit the toilet or when a child was unsettled. She did not currently maintain developmental records for the younger children in her care. The child minder encouraged some speech and language development and encouraged children to be sociable. We heard her promote colour recognition and number counting. She told us that she promoted some basic Welsh words, however, we did not hear the language used throughout our visit. The child minder, on one child's request, put the television on but the child immediately lost interest and the other children were busy playing and not watching the television. The child minder left the television playing in the background.

### **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, she locked the main door and she had reviewed her current risk assessments. The living room and second sitting room had not been included on the risk assessments and she kept the dogs bowls on the bathroom floor, which had also not been risk assessed. She also had a risk assessment for the use of car seats. Safety equipment was in place where necessary, such as safety gates and cupboard door catches. She had secured the side garden with fencing and gates but she had not protected the steps leading up to the rear garden gate from the main road. This was highlighted at the previous inspection. The child minder told us that she was considering various solutions for the steps and that she placed extra security on the gate when they used the garden. The heating test certificate was not available; however, she told us she had recently had the boiler tested. She had practiced and recorded fire drills but had not recorded the times of the practices and she told us that she was going to purchase a carbon monoxide detector. A fire blanket was available and a visitors book was in place, however, the child minder told us that she had not recorded when extended family were present during child minding hours.

The child minder ensured that the premises both indoors and outdoors were welcoming. The premises were clean, warm and comfortable. 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 dedicated playroom, hallway, kitchen, bathroom and side garden. Children also had occasional access to the living room and second sitting room for some quiet time and to sleep, if needed.

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. Educational items, soft toys, musical toys, vehicles, craft items, role play items, trains and tracks, a play kitchen, dolls, games, electronic items and a television were available to children. She also had a low level table with chairs, a step up stool, toilet training seat, highchair and a travel cot for children to rest although she had stored items in it. The child minder told us that she had previously celebrated festivals such as Diwali and would reintroduce other celebrations in the future.

## 4. Leadership and Management

**Adequate**

### Summary

The child minder strives to comply with the regulations and national minimum standards; however, she does not always manage her service effectively.

### Our findings

The child minder had a statement of purpose; however, it did not contain all the required information to fully meet regulations. She had not updated the document with changes to household members and had not included her name, address and the age range of children she cared for. There was a range of policies and procedures available but she had not reviewed, updated or dated them all. The child minder did not have a General Data Protection Regulations (GDPR) policy and the complaints policy referred to another individual and not herself. She maintained some children's records but she told us that she stored them upstairs, therefore, only one file was available for inspection. We saw records such as contracts, permission forms and medicine forms but she had not ensured that some records had signatures where necessary. An emergency medical treatment form was not in place but she told us that she did have consent in place. The child minder had documentation to record accident and incidents; however, she told us that she had not needed to use these records for some time. She had an attendance register but she did not consistently maintain it as she did not always record the actual attendance times of children. Prior to the publication of this report, the child minder told us that she had addressed this issue. The public liability insurance certificate was out of date; she told us that she had renewed it. No vehicle documentation was available for inspection.

The child minder had a self-evaluation system in place and she had produced a report for 2019. However, it did not contain any feedback from service users. The child minder told us that she had questionnaires for parents and children to seek their views. She had identified some areas for improvement, such as walking more, replacing some safety gates and purchasing an electronic tablet for her business.

The child minder is qualified to a level 3 qualification in Child Care, Learning and Development. She had a valid first aid training certificate; however, she had not attended all the core training required such as child protection and food hygiene courses. She told us that she had no plans to attend any other training at present due to time constraints. The child minder's and all adult household member's Disclosure and Barring Service (DBS) certificates had expired but she told us that she was in the process of renewing them. She had not notified CIW of changes to her household members.

The child minder told us that she had a positive working relationship with parents and provided regular verbal updates as well as sending photographs and messages via 'whats



app'. The child minder told us that she often takes children to local playgroups, soft play centres, farms, parks, shops and on various walks to the parks in the local community.

## **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:

- ensure that she attends a child protection training, Prevent Duty and food hygiene course;
- 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 the toys played with when younger children are present with older children and consider the appropriate use of the television;
- consider attending a behaviour management training course;
- complete developmental records for younger children;
- ensure that risk assessments are effective and identify all risks and how they are reduced or eliminated;
- further consider ways to protect the steps leading from the road to the rear garden gate;
- ensure that the heating test certificate is available for inspection;
- ensure fire drill records are detailed and consider installing a carbon monoxide detector;
- record any visitors to her home during child minding hours;
- not use the cot to store items;
- promote and celebrate the wider world festivals, cultures and celebrations;
- review, update and date policies and procedures and devise a GDPR policy;
- ensure that all children's records/documents are fully completed, signed where necessary and easily accessible during child minding hours and for inspection;
- ensure that emergency medical treatment consent is in place for all children;
- ensure that the public liability and vehicle insurance certificates are available for inspection;
- clarify whether Information Commissioners Office (ICO) registration is required in relation to the safe storage of digital/electronic information;
- ensure that the quality of care report reflects feedback from service users and;
- ensure that Disclosure and Barring Service (DBS) certificates are renewed in a timely manner.

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

This was a short notice announced full inspection undertaken at short notice, as part of our normal schedule of inspections.

One inspector visited the service on 29 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 5 November 2019.

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	Claire Williams
Registered maximum number of places	10
Age range of children	0 to 12 years
Opening hours	Monday to Friday from 7:00am to 6:00pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	3 September 2015
Dates of this inspection visit(s)	29 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:	