



Childcare Inspection Report on

Janet Williams

Abergavenny



Date Inspection Completed

15/10/2019

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Description of the service

Janet Williams has been registered since 2008 with the Care Inspectorate Wales (CIW). She operates her service from her home in Abergavenny. She is registered to care for up to five children under the age of 12 years. English is the main language used and Welsh is promoted in the child minder's home.

The service operates Monday to Friday 8am to 6pm throughout the year.

Summary

1. Overall assessment

The child minder provides children with a suitable selection of activities in a homely and well maintained environment. Relationships with the children are warm and supportive and the children obviously enjoy their time at the setting.

2. Improvements

The child minder has acted on non compliance identified at the previous inspection. She has ensured a Quality of Care report is written annually and we had sight of the last report during the inspection. All recommendations raised at the last inspection have been addressed.

3. Requirements and recommendations

There were no issues of non compliance to report. Recommendations to improve practice regarding record keeping are mentioned within the report and noted at the end of the report.

1. Well-being

Summary

The child minder provides children with safe, nurturing care and a range of opportunities that enhance their holistic growth and development. They enjoy a variety of activities both within the home and the wider community which are supported by suitable quality of resources.

Our findings

Children are listened to, their views are respected and their requests are responded to. Children are able to play independently and make choices with regard to their play and learning activities. During the inspection we observed the minded child react according to their age and stage of development. We saw that the child was able to self select toys and activities. We noted that the child minder knew the child well because she demonstrated that she could anticipate the child's needs and the toys they preferred. Throughout the inspection we heard the child minder talk to the child and reassure them when required. The child minder knew the child's non-verbal cues very well. We saw the child hold out their arms to indicate they needed a cuddle or point to toys they wanted to play with. We heard the child minder reading stories with the child sitting on the sofa and we noted the child was familiar with the stories as the expression on the child's face told us they were anticipating what would happen on the next page. The child minder told us that when the child is not so reserved the child confidently moves around the main rooms happily selecting toys and activities.

The child minder promotes children's confidence and self-esteem through regular praise and encouragement. We saw that the child minder was consistent and mindful of the child's feelings; she used positive prompts such as praise and encouragement to promote the children's self esteem. We heard the child minder speaking with gentle tones, laughter and giggles with the child. The child responded to the child minder with hugs, cuddles and beaming smiles. Children are supported to build relationships with the child minder at their own pace. We saw the child play intermittently on their own but they also was sought reassurance from the child minder. This is appropriate to the age and stage of the minded child. We were told by the child minder that they meet with other child minders and visit local playgroups on a regular basis. The child minder told us that this helps the child to form relationships with other children and learn to interact with children of a similar age.

Children are motivated to follow their own interests and freely choose what activities they would like to do. We saw the minded child like to play with the toy kitchen in the base room. On noting the child was a little reserved the child minder sat alongside the child and joined in with making tea and cake for our visit. The child reacted with smiles and nods and hugged the child minder. We noted lots of photographs of older children at the service enjoying their day and on visits to the park and outings into the wider community. Children are learning and developing effectively through routines and experiences that are available to them. They enjoy the opportunities to be independent.

2. Care and Development

Summary

The child minder is an experienced child care provider; she is confident in her role as a registered child minder. She is mindful of her responsibilities in providing a caring, nurturing and safe environment. However, further consideration needs to be given to update training in a timely manner.

Our findings

In the main the child minder has policies in place to keep children safe and healthy. We examined a sample of policies including child protection and health and safety procedures. Our discussions with the child minder demonstrated she had a suitable understanding of her policies and actions to be taken if there were any concerns. Although the child minder was confident about how she would raise a referral if she was concerned about a child, we noted that the child minder had last updated her safeguarding training in 2014. Safeguarding training should be regularly updated. We discussed this with the child minder who agreed to update her training and complete an online awareness of safeguarding in the interim period. Our observations showed that the child minder has good hygiene practices and we saw her wash her hands at appropriate times. We noted that the child minder had up to date Paediatric First Aid training and she had current Disclosure and Barring Service certificates for herself and others over the age of 16 years old who live on the premises. We viewed the child minder's accident/incident records and noted no injuries had been recorded for some time. In discussion, the child minder told us that she is very careful and pays very close attention to children in her care. The child minder has registered with the Food Standards Agency and received a grade 5 during a recent inspection.

The child minder has an appropriate policy which details how she would respond and deal with any unwanted behaviour. This has ensured that children and parents are clear about standards of behaviour that are expected at the setting. The child minder is a good role model and she treats the children with kindness, respect and demonstrates politeness and good manners. As a consequence the child minder told us that in the main children's behaviour is very good and they are able to undertake an extensive range of activities in a safe and engaging manner. The child minder confidently spoke about her setting's 'house rules' and the differing expectations on children dependant on ages and stages of development for each child. The child minder also confirmed that she shares the behaviour management strategies she uses with the parents and that they are in agreement with her practice. The child minder provides a nurturing and caring environment for children and is responsive to their overall needs. Each child has an individual child record form which is completed by the parents when they exchange contracts. The forms provide valuable information on the child's routine, preferences, dietary requirements and home life. Verbal feedback to parents is undertaken on a daily basis when the child is collected. Throughout our discussions with the child minder we found that she had a suitable understanding of the Foundation Phase, stages of development and an understanding of additional learning needs. She has begun to record children's individual progress including children's next steps in learning.

3. Environment

Summary

Overall, we found that the children are cared for in a suitable setting. The home is well resourced and suitable equipment is available for all ages. All areas where child minding takes place were clean, comfortable and welcoming. Children are relaxed in the environment.

Our findings

The child minder is clear about her responsibility in keeping children safe when in her care. She ensures the doors are locked and keys are stored safely out of reach of the children. The child minder has ensured the garden is secure and safe for children to play. We undertook a visual inspection of the garden and found it was secure with plenty of space and storage for outdoor toys. The home is bright, clean and welcoming. During outings and on the school/nursery run the child minder explained that the children understand the safety routines. The child minder demonstrated she was aware of the importance of checking the environment for risks both indoors, outdoors and when away from the home. Suitable precautions are put in place to make areas safer for children. The child minder premises are suitable for the age of the children attending. Children are able to easily move around the rooms and independently access things they need. We saw the minded child was relaxed as they sat on the floor or had cuddles on the sofa with the child minder, played on the floor and generally moved around the home happily. Children use the bathroom independently or they are supervised according to their age and ability. They have access to liquid soap and individual towels. Resources are suitable for the children attending. The child minder told us that she ensures that car seats are checked regularly to ensure they meet the needs of children being cared for.

The child minder ensures that children have access to a suitable range of good quality resources to promote their learning and development. Equipment is well maintained and in good condition and meets the needs of all the children that attend. The child minder told us about the children's favourite resources and what they enjoyed doing whilst in her care. All resources and equipment are clean and provide a good stimulating environment where children can feel relaxed and play happily. The range of toys, activities and equipment help children to understand that people are different and promote a range of other cultures. The child minder has built up a wide range of resources over the years and told us that she rotates the toys to keep children interested. Children benefit from the good quality resources and equipment provided.

4. Leadership and Management

Summary

The child minder is aware of her responsibilities to maintain adequate standards of care and meet the National Minimum Standards for Regulated Child Care (NMS). There are effective systems in place to help her manage her service. Some changes to her record keeping will further enhance the service she provides and ensure children's safety.

Our findings

The child minder update's her statement of purpose annually or as and when required. Written policies are readily available to parents. There were some changes required, for example, we viewed the safeguarding and complaints policies and noted that both policies did not have the regulator's contact number. We discussed this with the child minder who agreed to make the improvements to her records and update her operational file. We viewed daily records such as registers and noted that the child minder records showed that she had noted the expected or contractual hours of attendance, rather than the actual hours of attendance. We discussed the importance of accuracies of records such as registers, with regards to emergency evacuation. The child minder assured us that she would improve her register records immediately. On viewing the child minder's medication policy we noted that it was unclear about administering non prescribed medication. The child minder told us that she kept a bottle of Calpol in case a child became unexpectedly ill. We discussed with the child minder that in situation of unexpected illness of a child she should call or seek emergency care or advice and follow the instructions of the medical professionals. The child minder agreed to review her policy and share this with the parents. All other required child records and documentation were in place and suitably organised. The Landlord's safety checks had been carried out the day before the inspection and we had site of the certification. The child minder promotes improvements in her service and her own practice and keeps up with training. The child minder is receptive to feedback and keen to address any outstanding matters promptly to raise standards. We noted during the inspection that the child minder made notes of what we had discussed and she told us that this will help her to start to make the improvements. This demonstrates suitable commitment and she is keen to become more effective in her role.

The child minder does not employ any staff. She has a current paediatric first aid certificate, we discussed that further training in safeguarding is a priority; this will help the child minder to be more effective in ensuring children's safety and wellbeing. Contracts are in place with parents and they are kept well informed of any planned holidays or absences so that alternative child care arrangements can be arranged. The child minder has regular contact with other registered child minders in order to support one another. The child minder demonstrated an understanding of the importance of improvement, self-evaluation and quality of care review. We saw the report the child minder prepared for quality of care for 2018/2019. This demonstrated the child minder's commitment to providing a suitable quality service and continue to meet the requirements of the regulations and national minimum standards. The child minder has good relationships with the nurseries/schools and passes messages to parents from school when required. Parents and child minder discuss the

child's individual needs when they complete contracts and other relevant paperwork when the child starts attending. This helps the child minder build relationships with parents and helps her to settle children quickly into a routine. The child minder has built good partnerships with parents. Parental questionnaires were very positive and overall they say that they are very happy with the service. The child minder has developed strong partnerships with the parents and has sound connections within the community. This helps her to provide good care.

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 further, improve the service for the children attending:

- Undertake a comprehensive safeguarding training and ensure that this is regularly updated in the future;
- ensure that procedures for administering medication clearly identifies that parents must provide any medication for individual children and that this is stored by the child minder for a specific time only. In any other circumstances the child minder must seek and follow medical advice;
- improve daily registers to include actual times of arrival and departures and not the expected times each day, and
- extend policies such as safeguarding and complaints policies to include the correct contact details for the regulator CIW.

6. How we undertook this inspection

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

- We looked at what we already knew about the service, including notifications since the service was last inspected in November 2015;
- the inspection was carried out by one inspector and took place over one visit.
- we observed activities and interactions between child and child minder;
- we sampled documentation and records, which included the statement of purpose, policies and procedures, records of accidents, incidents and complaints log;
- we viewed operational plans, records of attendance and records of any medication administered and
- we viewed all parts of the premises which are being used for child minding purposes, looked at maintenance records and other documentation relating to safety measures and took account of the security measures in place.
- feedback was discussed with the child minder in full 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	Janet Williams
Registered maximum number of places	5
Age range of children	Babies to 12 years old
Opening hours	Monday to Friday 8am to 6pm throughout the year including school holidays
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	26 November 2015
Dates of this inspection visit(s)	15 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?	<p>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. <i>This may be because the service is situated in a primarily English speaking area and the provider does not currently intend to offer or promote a Welsh language service.</i></p> <p>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>'.</p>
Additional Information: None	

Date Published 10/12/2019

No noncompliance records found in Open status.