



Childcare Inspection Report on

Claudette Fleming

Caernarfon

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

16/01/2020

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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

Claudette Fleming is a registered child minder and operates her service from the village of Llanberis in the county of Gwynedd. The service is registered to provide care for a maximum of 10 children under the age of 12 years. The opening hours are Monday to Friday from 8:00 a.m. to 5:30 p.m. The service operates through the medium of Welsh and offers the Welsh Government's Welsh language 'Active Offer'. The service also provides the Welsh Government's 30 hour Child care offer.

Summary

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

1. Overall assessment

Children are happy and settled and enjoy making choices to follow their own interests. The child minder knows the children's preferences, promotes positive interactions and provides nurturing care appropriately. However, improvements are required in relation to the child minder's knowledge of safeguarding procedures and recording children's progress in order to improve outcomes for children. The indoor environment is clean and spacious. The outdoor rear garden is not used. The child minder manages the service suitably but improvements are required.

2. Improvements

Since the last inspection, the child minder has purchased an indoor wooden picnic table and benches so children can eat together at meal times and enjoy this social occasion.

3. Requirements and recommendations

During this inspection, we found that the child minder is not meeting the legal requirements and this is resulting in potential risk for children. Therefore, we have issued a non-compliance notice in relation to:

- **Safeguarding** (regulation 20 (1) (a)) the child minder did not fully understand her role in relation to safeguarding children and how to implement her safeguarding policy suitably.

We have advised the child minder that improvements are needed in relation to keeping records (regulation 30) to make sure all information relevant to meet the individual needs of children had been gathered. A notice has not been issued on this occasion, as there was

no immediate or significant 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 have made recommendations in relation to making sure fresh drinking water is readily available for children and tracking children's progress to aid the next steps in activity planning.

1. Well-being

Good

Summary

Children express themselves well. They are familiar with the daily routines and this makes them feel happy and settled. Children interact positively and are developing their learning through play. They are developing their independence consistently.

Our findings

Children are confident communicators and express themselves well. For example, during a walk through the local woodland, a child showed us where they and their friends played and told us enthusiastically about once finding a badgers den. Older children, as they walked from school, splashed in the puddles and spoke to us about what Father Christmas had brought them. A child excitedly spoke about their new motorbike and explained how by turning the key would make it go "brrrrm". Children's requests for two egg sandwiches for lunch were responded to in a timely manner.

Children had bonds of affection with the child minder and felt happy as their feelings and wishes were valued. They held her hand as they walked through the village and were familiar with the daily routines. For instance, when arriving from school, after walking in the rain, they collected their personal belongings and changed into their spare dry clothes before washing their hands for snack.

Children interacted positively with one another and the child minder. They listened to instructions and co-operated well. For example, during their walks through the village they practiced road safety well and a child showed us how they had to wait for the child minder before opening the woodland gate to walk through. They showed us how they held onto the dog's lead with the child minder and patted the dog gently. Children took turns to play with the different train carriages and were praised with positive language for their efforts which made them feel good about themselves.

Children were developing their play and learning positively. For instance, they played imaginatively in the home corner, using the wooden toy coffee maker to make a drink for their friend and shaking the toy food in the frying pan on the hob. Other children enjoyed showing us how they could write their own names after colouring in a picture. Older children enjoyed sitting in the cosy corner to relax and read through the variety of books. They showed the child minder cheerfully how they could find the character of Wally in the picture. Children were actively learning about re-cycling. For example, a child showed us enthusiastically how they re-cycled their food waste and told us it all goes into the "bin bach" (small bin).

Children were developing their independence consistently. For example, they put on their own high visibility waistcoats before going out and hung their own coat and personal belongings in the space provided. Children took off their own wellington boots and persevered to put on their dry socks with limited support.

2. Care and Development

Adequate

Summary

The child minder generally understands her role to keep children safe and healthy. She manages interactions fairly and consistently. She organises activities to develop children's learning through play appropriately.

Our findings

The child minder promoted healthy lifestyles suitably. She provided healthy meals and encouraged children to be active in the fresh air, developing their physical skills and outdoor experiences well. Written records evidenced that fire drills had been conducted at appropriate intervals. She has a current first aid qualification. However, the child minder was not confident about the correct procedures she should take if concerned about a child in her care. When discussed she was not following her own policy, and she informed us that she had not attended safeguarding training recently. We informed the child minder that this was a cause of concern and that we would be issuing a noncompliance notice.

The child minder supervised children appropriately whilst the family dog was present out and about in the community and walking to and from school. Since our visit the child minder has written and submitted to Care Inspectorate Wales (CIW) a pet policy to share with parents.

The child minder followed correct hand washing procedures and encouraged children to wash their hands at appropriate times. As there was no child requiring a change of nappy on the day of our visit, we asked the child minder to show us the steps she would take but these were not in line with current infection control guidance. Since our visit, the child minder has submitted to CIW a revised nappy changing policy outlining correct procedures. The child minder re-filled children's drinking bottles with water but fresh drinking water was not made readily available to ensure children were kept hydrated. Accident and incident forms were completed appropriately and signed by both child minder and parent.

The child minder has a warm and friendly approach and spoke to children in a gentle and patient manner. The child minder promoted good manners and as a result children were polite. She used positive language to praise children for their efforts and achievements, for example, children were praised for building a train track with care. She spoke to older children as they walked from school about their day, their families and what they would like to do. This made children feel comfortable and settled.

The child minder had implemented some of the principles from the foundation phase curriculum to create defined learning areas. She does not formally plan for activities but asks children what they want to do on the day and responds to their requests. The child minder updates parents about their child's progress verbally and through sending messages via social media. She does not record observations on the children's individual

development but told us she would consider doing this in future through creating learning journals.

3. Environment

Good

Summary

The child minder ensures the environment is safe. The indoor environment is clean and spacious. The rear outdoor area is not used. Toys and resources are of good quality.

Our findings

The environment was safe and visitor's attendance is also recorded. Toilets and hand washing facilities were clean. Risk assessments were in place and these identified the potential hazards to children and what measures were in place to manage those risks. Heating and fire safety equipment had been reviewed. A fire guard surrounded the wood burning stove and since our visit the child minder has written and submitted to CIW a policy for its use. We discussed that the rear wooden garden gate, identified also at the previous inspection required repair as it could not be closed. The child minder has taken positive action to address this matter and presented evidence to CIW. The public liability insurance was current.

The layout and design of the indoor environment provides children with a comfortable and inviting play area where their independence is promoted. For example, a converted bedroom is located conveniently where a selection of attractively displayed toys was available. Children's art work was displayed and there was a designated area to store their personal items and this created a sense of belonging. The rear garden area was not in use but the child minder encouraged plenty of outdoor experiences for children to benefit from being out in the fresh air.

The child minder made sure children had access to good quality toys and resources and has well organised areas which helps children to develop their learning through play well. For example, the home corner had a selection of wooden related props to encourage children to practice using their senses. Some dolls and small world figurines reflected our wider society to develop children's awareness of the world around them positively.

4. Leadership and Management

Adequate

Summary

The child minder manages the service suitably but some areas require improvement to meet requirements. There is a system to evaluate the service appropriately. Most of the child minder's training and policies were up to date. She is building positive partnerships with parents and engagement in the community.

Our findings

Since our visit the child minder has taken positive action to submit to CIW newly written policies and confirmation she is reviewing some of her procedures to improve practice. She has updated her statement of purpose, which now provides information about the type of service she offers. The child minder has a sound understanding of her responsibilities to promote the Welsh language and could demonstrate that the Welsh language 'Active Offer' is implemented.

The child minder has an appropriate system in place to collate the views of all those using the service, through questionnaires and noting verbal comments made from parents and children. A report on the review of the quality of care has been written but requires more detail about what the service does well, what requires improvement and by when. This will help the child minder to gain an overall evaluation to further improve outcomes for children in the future.

We inspected two children's individual records and found that not all information was available to enable her to meet the individual needs of children. The child minder recorded children's attendance suitably. The child minder told us she had enquired about safeguarding training and was in the process of registering on a course.

We did not speak to parents on the day but comments gathered by the child minder were positive. The child minder promoted engagement with the community well. Photographs of children showed them visiting local nature sites and learning about the people who helps us through having an organised visit to the local fire station to develop their experiences and learning positively.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

The child minder should consider:

- Providing children with easy access, to help themselves, to fresh drinking water throughout the session to make sure they remain hydrated and
- recording observations made on children's progress to help towards planning for activities.

6. How we undertook this inspection

This was a full-unannounced inspection as part of our schedule of inspections. One Inspector visited the service on Thursday 16 January 2020 from 9:17 a.m. – 1:55 p.m. and 2:00 p.m. – 4:30 p.m.

We:

- inspected a sample of documentation, policies, two children's individual records;
- observed practice to capture evidence of children's engagement and the care being provided by the child minder;
- inspected the areas used, toys and resources and accompanied the child minder out in the community with children;
- spoke with children and child minder and
- provided feedback to the child minder.

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	Claudette Fleming
Registered maximum number of places	10
Age range of children	Under 12 years
Opening hours	Monday to Friday: 8:00 a.m. to 5:30 p.m.
Operating Language of the service	Both
Date of previous Care Inspectorate Wales inspection	26 January 2017
Dates of this inspection visit(s)	16 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 provides an 'Active Offer' of the Welsh language. It provides a service that anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use the service.
Additional Information:	

Date Published 11/03/2020



Care Inspectorate Wales

Children and Families (Wales) Measure 2010

Child Minding and Day Care (Wales) Regulations 2010

Regulation and Inspection of Social Care (Wales) Act 2016

Non Compliance Notice

Child Minder

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website
www.careinspectorate.wales

Claudette Fleming

Caernarfon

Date of publication: 10th March 2020

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Care and Development	Our Ref: NONCO-00009128-VXMW
Non-compliance identified at this inspection	
Timescale for completion	07/02/20
Description of non-compliance/Action to be taken	
Regulation number	
<p>The child minder is not compliant with regulation Regulation 20 (1) (a) of The Child Minding and Day Care (Wales) Regulations 2010: Safeguarding and promotion of welfare. The child minder must provide CIW (Care Inspectorate Wales) with written evidence of having successfully completed child protection / safeguarding training and, confirm in writing to us (CIW), she fully understands and will implement her own policies and procedures should she have concerns about any child in her care.</p>	
Evidence	
<p>During our inspection on Thursday 16 January 2020, the child minder provided a concerning response when questioned about the action she would take if she was concerned about a child in her care. We inspected her safeguarding policy and found that this response was not in line with the policy. She further told us that she was not confident about following the procedures in line with her own safeguarding policy and shared with us that she had not recently attended any safeguarding training.</p> <p>The impact on children using the service is the child minder may be placing children at risk of harm for not following the correct procedures when she has safeguarding concerns about their safety and wellbeing.</p>	