



# Childcare Inspection Report on

**Margarida Pinto Sebastião**

**Wrexham**



**Date Inspection Completed**

01/10/2019

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## **Description of the service**

Margarida Pinto Sebastião operates a child minding service from her home in Wrexham and is registered to care for a maximum of ten children under 12 years of age. She employs three part time assistants. Her service currently operates from 05:00 – 18:30 Monday to Friday for up to 50 weeks of the year. This service does not provide an 'Active Offer' of the Welsh Language; care is provided through Portuguese and English.

## **Summary**

### **1. Overall assessment**

Children are happy and settled at the service. They are able to choose independently from the toys available to them and learn skills through their play, activities and experiences. There is a suitable amount of space for children to play indoors and outside. The child minder and assistants have an exceptionally caring, consistent and nurturing approach and set realistic boundaries. Children know what is expected of them, this ensures behaviour is positive. Self-evaluation is conducted and the views of others are considered. Positive relationships are formed with parents and information is shared effectively.

### **2. Improvements**

Since the last inspection the child minder has made some improvements to the outdoor area, this is ongoing, including the purchase of equipment and toys. Other improvements include;

- transport policy and practice has been amended to improve the wellbeing of children;
- care of babies/ play and learning planning and opportunities;
- notifications regularly received by CIW as required;
- Issues from last inspection addressed;
- training up to date for CM and assistants;
- quality of care review report in place;
- some improvement to the outdoor play area.

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

During this full inspection we also considered a concern received regarding the transportation of children, this highlighted urgent actions which we discussed with the child minder. We made additional recommendations, some of which were addressed immediately by the child minder, Care Inspectorate Wales (CIW) have received written confirmation of the changes and improvements and held a formal meeting with the child minder who assured us the changes are now embedded in her daily practice. However, requirements and recommendations have been made relating to renewing her DBS and the transportation policy.

# **1. Well-being**

## **Summary**

Children are confident communicators and approach the child minder and her 3 assistants with ease. They communicate in their language of choice, in their first language Portuguese with English as a second language. They are happy and settled at the service and have formed close, family like friendships, interactions are positive. Children are offered age and developmentally appropriate opportunities to aid their individual development. They enjoy the activities available to them and learn skills through planned activities as well as through their free play choices, exploring the environment both indoors and out.

## **Our findings**

Overall, with the exception of the first transportation routine on the first day of inspection, which involved a lengthy process which had a potentially negative impact on the younger children, children were able to communicate and have their basic needs met even though some were developing their language skills. Upon returning from the first school run the well-being of all children significantly improved. The child minder and assistants were able to respond to their individual needs and preferences. Through detailed discussions with us, the child minder was able to recognise the potential negative impact transportation routines were having particularly on babies and younger children that she changed the transportation routine with immediate effect.

During free play children knew the routine and they had opportunities to make choices and decisions about what they would like to do in the conservatory play room, we heard 2 children asking the child minder what she would like to eat as they played co-operatively imaginatively making dinner in the toy kitchen. The children received lots of praise as the child minder pretended to eat the food. At the same time, a baby and 2 toddlers had their non-verbal gestures responded to and were given one to one support to enjoy physical play, pulling themselves up, climbing, stretching and reaching for toys using the enclosed soft play area. The children joined in with delight clapping and babbling, interacting in with the child minder as she sang Portuguese and English nursery rhymes. All of the children had strong bonds with the child minder and assistants who knew them well and provided responsive care. For example, when a baby became tired before the usual nap time, the child minder responded in a child led way, changed the nappy, gave cuddles, rocked the baby to sleep and placed the baby in the cot in the sleep room. Children continued to approach the child minder with ease and made various requests for resources which were given to them without question. This made children feel safe and valued.

Children were learning to co-operate and help one another as they tidied up their toys before meal times. They used good manners as the child minder and assistants were consistently good role models. Older children interacted positively with the younger ones and held their hands as they lined up to get on and off the mini bus.

On the second day of the inspection, during the afternoon, we saw children enjoyed the opportunities available to them. They were practicing their fine motor skills as they cut out shapes with scissors and created cards for their parents using a variety of craft items and natural resources. This also gave them various opportunities to learn about colours, letter formation, size and weight. Children had a sense of achievement and keenly showed us their creations. Children were praised with positive language throughout their activities.

Children were able to develop independence, we saw older children confidently washing their hands as soon as they came home from school, before helping to set the table for snack. Younger children showed us how they took off their shoes and put their slippers on, hung up their coat and fed themselves with limited support.

## **2. Care and Development**

### **Summary**

The child minder and assistants are consistent and kind in their approach. They manage children's interactions fairly. There is a strong rapport between them and the children, providing a warm and nurturing environment where children are encouraged and supported to learn and become independent.

### **Our findings**

Generally, the child minder understood and implemented the policies and procedures for the service, she followed correct nappy changing procedures, and encouraged children to wash their hands before meal times and after using the toilet. The child minder ensured children were provided with a hot, home cooked meal at lunch time followed by fruit and yoghurt. Snacks consisted of a good range of fresh fruit, choice of cereal, or brioche rolls with savoury fillings. Fresh water or milk was offered with meals and water was readily available throughout the day. The child minder and assistants knowledge of safeguarding was appropriate and the service's policy had been reviewed and updated. The child minder and her assistants had completed paediatric first aid and one of the assistants had a current, advanced first aid at work. Fire safety checks and fire drills had been conducted and incident and accident records were effectively completed and signed by the child minder and the relevant parent. Children were well supervised at all times as the transportation policy and procedure for the service was instantly reviewed and updated on the morning of the first day of this inspection because the child minder recognised urgent improvements were necessary.

The child minder was consistent and fair in her approach and celebrated children's kind and positive interactions with praise. Good manners were encouraged, meals and snacks were a sociable experience, children were asked about their day at school, and what they would like to do next. One child asked to make a card for their Dad's birthday, all but the youngest of children had decided to make a card too. This child led activity was developed, by the child minder engaging with the children, giving individual support where needed, and providing them with writing resources and helping with drawing and spelling when asked to.

### **3. Environment**

#### **Summary**

The child minder ensures the environment is secure and suitable for the needs of children. Resources, equipment and toys are of good quality and condition.

#### **Our findings**

The child minder ensured children were cared for in a clean and secure environment. There was a system for managing access into the premises using CCTV, and a record of visitors kept. A small but well organised space by the entrance door meant children had a sense of belonging and opportunity to develop their self-help skills to store their personal items, coats and shoes. The downstairs toilet and wash basin is located in this area so the majority of children needed minimal support to use the facilities. A safety gate was in place at the entrance to the kitchen and a finger guard on the conservatory door. Risk assessments had been completed for indoor and outdoor environments however we observed some hazards in the outdoor play area such as broken pieces of wood and the area looked unkempt. The child minder confirmed that work to improve the outdoor with the construction of additional resources such as wooden play house, a home corner and a hard surface to ride wheeled toys had started, until completion of the work the children would not be using the area but would use local resources such as the park and play barns for physical activities. The child minder confirmed this had been actioned by sending photographic evidence to CIW including written risk assessments for the area.

The indoor area was well organised, welcoming and friendly. The main play room was decorated with educational posters and children's work. Different areas of learning had been created to include a home corner, dressing up resources, construction, sand and water play and a craft area. There was sufficient space and facilities to meet children's needs and this promoted their independence positively. The home office was used as a sleep room, there was a nappy changing station and a cosy chair for bottle feeding babies. Baby monitors and sleep records were in place along with the child minder or assistants visibly checking sleeping babies and children at suitable intervals.

## **4 Leadership and Management**

### **Summary**

The child minder does not consistently manage the service with sufficient competency and skill which ensures compliance with The Child Minding and Day Care (Wales) Regulations 2010. However, significant reliance on one of her assistants has resulted in substantial improvements in the service and quality of paperwork and record keeping for the service.

### **Our findings**

There is a statement of propose in place which provides up to date details about the service and allowed parents to make a decision if it was the right service for them and their child. All relevant policies and procedures were are in place which are dated to show they had been reviewed regularly so they reflected current practice. Records we examined evidenced these were well organised, up to date, and meticulously detailed.

The child minder understood the importance of self-evaluation in order to identify improvements to her service. We saw evidence of the opinions of children, parents and assistants had been gathered using questionnaires and informal chats. A suggestion box has also been introduced but did not contain any comments. The child minder had held 'staff meetings' with her assistants which gave them an opportunity to suggest new ideas for activities for the children and improvements to the service. We read the latest quality of care report dated March 2019 – March 2020, some improvements identified had been actioned, for example new resources and equipment had been provided for the children, and developmental records and sharing information with parents had improved.

The child minder ensured there was always a sufficient number of assistants working with her supervising and caring for the children. Registers were kept for children and adults on the premises, however during transportation times for school drop offs which included picking some children up from home, meant the child minder regularly worked alone with the children. CIW received a concern regarding the safety and welfare of children on the mini bus, the child minder recognised the potential risks and immediately reviewed and updated this practice. By the following day of the inspection, the child minder ensured there would always be 2 adults on the bus at all times, one to drive, and one to take and collect children, and hand over children at the respective schools. One of adults would remain sitting with the children in the rear of the vehicle to attend to their needs. The child minder also confirmed that proper parking arrangements will be made, avoiding parking on double yellow lines or zig zags.

We examined staff files for the child minding service, for the three assistants the child minder had collected all the required information, however the child minder had an outdated



Disclosure and Barring certificate (DBS) and the DBS for her husband although current and satisfactory had the wrong designation. By the following day, the child minder had applied for a DBS verified her documentation to us. The child minder and assistants had completed core training including safeguarding and first aid. The child minder and 1 assistant had also started a level 2 qualification in child care.

The child minder shared information with parents to keep them up to date with how their child's day had gone, their experiences and development, we heard positive exchanges of information shared when each parent collected their child. We spoke with 2 parents who gave very complimentary examples of the care given to their children.

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

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

None, Issues from last inspection addressed

### **5.2 Recommendations for improvement**

We have advised the registered person that they must present their DBS renewal upon receipt to us. ( regulation.6 ) in order to fully meet the legal requirements. A notice has not been issued on this occasion, as there was no immediate or significant impact for children using this service. We expect the registered person to take action to rectify this.

#### **We made the following recommendation;**

- review, revise and update her transport policy and practice, and inform parents of this change;

These had been met by the child minder before the final inspection visit.

## 6. How we undertook this inspection

This was a full unannounced inspection which was brought forward by CIW because we received a concern about the service. One inspector visited the service on Monday 30 September 2019 between the hours of 07:35 – 12:30, and on Tuesday 1 October 2019 between the hours of 14:45 – 18:15.

We:

- Accompanied the child minder and children on all of the school drop offs and collections over the inspection days, including collecting children from their home;
- observed practice and completed observations using our SOFI 2 tool to evidence the children's engagement with the children ;
- spoke to the children, 2 of the 3 assistants as 1 cannot speak English and our Portuguese is very limited;
- inspected all areas used by the children;
- inspected a wide range of documentation including, risk assessments, Mini Bus documentation such as MOT and Insurance, policies and procedures, registers, 1 child minder and 3 child minding assistant files, and six children's files, activity plans and records, children's menus, nappy changing records, health and safety records,
- gave feedback at the end of the inspection, and
- held a 'formal provider meeting' with the child minder and senior management to discuss the concern.

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	Margarida Pinto Sebastião
Registered maximum number of places	10
Age range of children	5 months – 12 years
Opening hours	05:00 – 18:30 Monday to Friday 50 weeks of the year
Operating Language of the service	Portuguese and English
Date of previous Care Inspectorate Wales inspection	03 January, 01 and 05 February 2018
Dates of this inspection visit(s)	30 September , and 01 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 children who use, or intend to use the service. We recommend the service provider considers the Welsh Government's 'More than Just Words follow on strategic guidance for the Welsh language in social care'
Additional Information:	

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