

# Childcare Inspection Report on

**Belinda Lawrie**

**Cardiff**



**Date Inspection Completed**

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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

Belinda Lawrie is based in the Llandaff North area of Cardiff. Her service is provided from her home and she minds alone. The service currently operates three days a week in term time and in school holidays and is conducted through the medium of English. She has been a registered child minder since May 2010 and is registered to care for up to six children. Children have access to the ground floor of the property which includes a lounge, a kitchen diner and direct access to the garden.

## Summary

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

### 1. Overall assessment

We found that children attending this service enjoy their time and are happy to come. They are able to make some choices over their play and they have access to a suitable range of play resources and a garden for outdoor play. Parents and children benefit from a reliable and well run service, but some improvements are required to enhance the experiences of children and parents.

### 2. Improvements

Some improvements have been made to the service since the last inspection, including the completion of a Quality of Care report and the regular practising of fire drills. However, recommendations made at the last inspection have not been acted upon. These include:

- not undertaking a full, effective review of the service's policies
- not writing and implementing policies on confidentiality and if a child were to be uncollected, and
- not planning activities to ensure children's needs are met.

### 3. Requirements and recommendations

We found the service to be compliant with the regulations. However, we have made practice recommendations, and these relate to policies and mandatory checks, as well as reissuing the recommendations above. All recommendations can be found in section five of this report.

# 1. Well-being

**Good**

## **Summary**

Children in this service are able to make their own choices about their play and are supported to do this. Their independence is promoted and they enjoy the good range of play opportunities available to them.

## **Our findings**

Children are encouraged to speak and express themselves, and all attempts at communication are valued by the child minder. We observed the child minder to be very considerate of the children's views. One of the children present could not yet speak confidently and they were given lots of time to communicate their wishes. The child minder was conscious to give this young child options and choices and to allow them to express themselves. Children are able to choose what they would like for lunch from a selection offered by the child minder at the beginning of the day. They also have lots of free choice over the activities they engage in during the day and we saw them freely access stored resources.

Children are secure, comfortable, happy and relaxed in the care of a child minder with whom they have developed a warm relationship. Children have clearly developed very close bonds of affection with the child minder. They are happy and confident to approach her, to seek comfort from her when necessary and are keen to interact with her and include her in their play. The children are happy and they smile and laugh whilst they are playing. They are also clearly very fond of the child minder's teenage daughter and they enjoy playing with her when she is there. We saw them playing together in imaginative play, and talking about upcoming things, such as Christmas.

Children are learning to co-operate, take turns and share, as well as becoming sensitive to the emotions of others. Despite their young ages, all of the children present were well behaved and content. They were happy to join in and they listened well to the child minder. We observed children play co-operatively as well as alongside each other very happily, and they interacted warmly with the child minder. They are polite and mindful of the other children.

Children are interested and excited in the play based activities in which they engage. Throughout our time at the service, the children enjoyed various role play activities and imaginative play. They led this play themselves and developed it as they wished, persevering and extending the play in ways that interested them.

Children are developing across a range of skills, including self-help skills during their time with the child minder. The youngest children were encouraged to help to tidy away activities when they were finished with and, with support, they were happy to help the child minder

with this and join in with their peers. The children also have lots of independence in their play as they are able to access stored resources easily.

## **2. Care and Development**

**Adequate**

### **Summary**

Children and parents benefit from a practitioner who has a good understanding of individual children and is able to meet their needs. The child minder respects the children in her care and the decisions they make. Children remain safe and healthy at the service because the child minder understands most of her responsibilities, although some improvements are needed. The child minder provides activities which children enjoy but these should be planned to meet their next steps in learning.

### **Our findings**

In the main, the child minder ensures that the service's policies and procedures are suitably implemented to support the health, safety and wellbeing of the children in her care. She was able to speak knowledgeably about dealing with child protection concerns and how to respond to them appropriately. Records showed that the child minder conducts fire drills with the children regularly. There is a suitable system to record any medication that is administered to minded children, and any accidents that occur. The child minder has undertaken mandatory paediatric first aid within the last three years so that she is able to deal with any minor emergencies. The service has registered with the local Environmental Health department as a food business. The child minder provides healthy snacks and main meals for the children in her care. However, we also saw that squash was provided. We informed the child minder that new Welsh Government nutrition guidance says that squash should not be provided in early year's services, and she agreed to stop providing it. Food preparation areas were seen to be clean and suitable. However, the child minder has not renewed her food hygiene certificate since 2013 and we saw that the children were not consistently encouraged to follow good hygiene practices, such as washing their hands before meals.

The child minder sets realistic boundaries, is a good role model and uses a consistent approach to managing children's behaviour, taking into account their age and understanding. We observed that the child minder was positive and warm in her guiding of behaviour. She was proactive in praising the children when they behaved well, thereby reinforcing this good behaviour. She was also very encouraging when the children made a good effort and praised this appropriately. It was evident from our observations that the children responded well to this praise and encouragement. No significant issues of behaviour management occurred during the inspection, largely thanks to the positive approach taken.

The child minder provides and nurturing and caring environment in which children's development is generally promoted and their needs met. We saw that the children were very comfortable to interact with child minder and she responded to them with affection.

She has an awareness of the principles of the Foundation Phase curriculum and was able to speak to us about some the different skills she was hoping to develop in the children through the various activities she provided. She told us that she takes into account children's interest when deciding on the activities to provide for children. However, she does not record children's development and use this to devise and record activity planning in advance to plan for children's next steps in their play and development.



### **3. Environment**

**Adequate**

#### **Summary**

Children benefit from an environment which is safe, clean and welcoming. They have good access to outdoor play and benefit from a suitable range of resources which are appropriately maintained.

#### **Our findings**

Parents can be confident that the all areas used by children are safe and well maintained. The child minder has identified and addressed the majority of risks in the home to ensure children's safety. The rooms in the home that children access are well maintained and decorated. We examined the risk assessments for the service and found that they were suitable and kept under review. We also found the child minder was using accident records to inform and update any relevant risk assessments. A safety check for the gas system within the premises has been conducted within the last 12 months and valid insurance cover for Public Liability is in place.

Children's well-being is promoted within the home because the facilities and equipment provided meet the children's needs. We found that the home is well maintained and that there is a good standard of cleanliness and repair throughout. The way in which resources are stored means that children can access some of them independently, and this helps to facilitate their free choice of play activities. A dining table and chairs are available for the children to do activities, as well as a sofa to relax on in the dining area of the kitchen. The home benefits from a well-maintained garden with garden toys which children can access directly from their play space, which we saw them do throughout the inspection. Children can also make use of the child minder's lounge and we saw them choose this as their play space for quieter activities when they were warm and tired later in the day.

Children have access to toys and equipment that are appropriate and suitable to their needs. We saw that the resources at the service cover a wide range of play opportunities. There are books, small world toys (such as cars and trains), construction, craft resources and role play resources which the children enjoy using. We saw children freely accessing the stored resources, finding what they wanted to play with from what was available. The child minder told us she is mindful to clean the resources on a regular basis.

## **4. Leadership and Management**

**Adequate**

### **Summary**

Children and parents benefit from a reliable service that is, in the main, well organised. Suitable policies are in place which outline the service and this ensures that parents have sufficient information available to them to make an informed choice about using the service. However, policies on some important matters are not in place and some other policies require amendment.

### **Our findings**

Children and parents generally benefit from a well run and planned service. The child minder has a Statement of Purpose in place which is clear and contains all of the information required. We examined the service's policies and in the main they are suitable, but no policies for maintaining confidentiality or non-collection of children are available, despite these being recommendations at the last inspection. We also found that several policies required additional information to ensure they are robust, and this was discussed with the child minder. We examined the register of children's attendance and found that they contained all necessary information and that it is completed in a timely manner.

The child minder draws on first hand evidence and the views of parents and children to inform her plans for improvement of the service. There is a system in place to ensure that a self-evaluation of the service is undertaken. The child minder told us that she consults with parents and children to complete an annual Quality of Care review and that once she received their feedback, she uses this information to inform a Quality of Care report and make improvements to her service.

The child minder is effective in managing her own time and prioritising activities responsively to ensure that the children's needs are always met in a timely manner. We observed the child minder to be well organised and we saw that this allowed her to remain calm whilst delivering care. This calm and relaxed environment has a positive impact on the children's mood and their interactions. However, procedures to ensure that the child minder remains suitable to care for children are not robust. The child minder had not renewed her Disclosure and Barring Service Check (DBS check) as required by the regulations. This is a serious matter and we would have issued a non-compliance notice in respect of it, but the child minder made arrangements to complete the check before we left the inspection visit.

Children have their needs and preferences identified and parents know how these will be met. The child minder told us that when parents make an enquiry about the service, she asks them to visit so that they can discuss their requirements and the service she can offer, which includes settling in visits. A child record form is completed by parents so that the child minder has all the information necessary to be able to provide appropriate care to the

children and meet their needs, such as the child's likes and dislikes, routines and development. Parents are kept involved and informed about their child's activities. The child minder talks with parents at the beginning and end of each day to discuss how the child has been. She also sends them photographs of their activities during the day.

## **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 seek confirmation from Environmental Health as to whether her Food Hygiene certificate needs to be renewed;
- it should be ensured that hand washing before meals is promoted and the child minder should consult new Welsh Government guidance on food and nutrition in the early years to inform her food and drinks provision;
- a system must be set up to ensure DBS's are renewed in a timely manner;
- the child protection policy should be reviewed against Part 2 of the All Wales Child Protection Procedures and other relevant guidance to ensure it outlines all necessary information to ensure any child protection concerns can be dealt with appropriately;
- the complaints policy should be reviewed to ensure it contains all necessary information. CIW's contact details should be updated and reference to England's statutory framework should be removed;
- the lost child policy should include that CIW would be notified after the event,
- the child minder should plan ahead a selection of activities that she can offer to the minded children, based on their interests and development needs, and this should be recorded (this was a recommendation at the last inspection);
- a confidentiality policy must be written and implemented (this was a recommendation at the last inspection) and
- an uncollected child policy must be written and implemented (this was a recommendation at the last inspection).

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

This was a full inspection undertaken as part of our normal schedule of inspections.

- One inspector undertook an unannounced visit to the service. We visited the child minder across two visits on one day to observe children and the care they received;
- we reviewed information held by CIW;
- we undertook a visual inspection of the premises;
- we spoke to a number of children throughout the day; and
- we looked at a wide range of records. These included the Statement of Purpose, health and safety records, and children's records.

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	Belinda Lawrie
Registered maximum number of places	6
Age range of children	Birth to 12 years
Opening hours	8am to 6pm, Wednesday to Friday (but willing to consider additional hours dependant on demand)
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	23 September 2015
Date of this inspection visit	23 August 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. 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> <p>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.</p>
Additional Information: None	

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