

# Childcare Inspection Report on

**Amanda Davies**

**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

The child minder is registered with Care Inspectorate Wales (CIW) to care for six children under the age of 12. She operates from her family home in the Fairwater area of Cardiff. She provides care Monday to Friday, from 7:30a.m. until 6:00p.m. Children are cared for on the ground floor, with easy access to the kitchen, lounge, playroom, bathroom and an enclosed garden. The service is delivered through the English language and does not provide the Welsh language 'Active Offer.'

### Summary

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

#### 1. Overall assessment

The child minder provides a quality service for children and parents. She is skilled in following the children's lead and encourages them to make choices and decisions about their care. Children are happy, enjoy attending and establish strong attachments with the child minder. The environment is suitable for the purpose of child minding with access to all facilities needed. She works closely with parents to meet children's needs and routinely monitors their learning. There are a variety of opportunities to keep children occupied and children learn through play. Children enjoy regular outings and attend local playgroups.

#### 2. Improvements

Since the last inspection the child minder has reviewed and updated some of her policies and renewed her Food Hygiene and Child Protection training.

#### 3. Requirements and recommendations

We did not identify any areas of non compliance at this inspection. We made recommendations in relation to the environment and improving the quality of some policies and documentation. Further information can be found in section five and is detailed throughout the report.

# 1. Well-being

**Good**

## Summary

Children speak and express themselves confidently. They actively make choices about their play and are consulted about their care. Children are happy and feel safe having developed strong emotional attachments with the child minder. They interact well with their friends and make good progress in all aspects of their learning and development through fun, enjoyable and stimulating experiences.

## Our findings

Children have plenty of choice and they voice their opinions. They made decisions about how and where they played in the child minder's home. They selected and asked for toys to play with and moved freely around the home, following their own interests. We saw a child playing happily with dolls, taking them for a 'walk' in a pushchair and 'feeding' them in the highchair. Children's choices were listened to and they were able to express themselves well. Children were able to have a snack when they were hungry and nap when they showed signs of tiredness.

Children are relaxed and content in the child minder's care. They have developed a strong relationship with her. On our arrival children looked to the child minder for reassurance, but soon settled to their play, which demonstrates a strong sense of security and familiarity with her and their surroundings. They chatted to the child minder in a relaxed and natural manner, and we saw children affectionately approaching her for cuddles. The settling in policy is implemented appropriately. Children settle in well because there are good procedures in place to help them get to know the child minder and other children attending the setting.

Children are beginning to understand their feelings, and behave in accordance with their age and stage of development. Children responded positively to frequent praise and encouragement. Children are beginning to share and take turns whilst playing, supported by gentle reminders from the child minder. We observed that older children are kind and gentle towards younger children and have formed strong friendships; when an older child arrived they went straight to the playroom to look for their friend. There was plenty of chat and laughter between children during their play.

Children experience a good range of activities that help them learn through play. They can explore a good variety of freely chosen and directed play. We saw children do this with confidence, moving between different play experiences, and sustaining an interest in the

activities available. For example, we saw children enjoying playing with a variety of puzzles, singing songs and playing with musical toys.

Children have good opportunities to learn, develop and practice independence and are encouraged to do things for themselves. We saw children feeding themselves and tidying away toys. These opportunities help them develop self help skills at an appropriate age.

## **2. Care and Development**

**Good**

### **Summary**

The child minder has a good awareness of the children's individual needs and seeks ways to ensure these are met. Most policies in place are generally up to date. The child minder undertakes training courses regularly, to enhance her knowledge and develop her service. She has well established routines which help to keep children safe.

### **Our findings**

The child minder implements good practice in relation to healthy lifestyles. She ensures children are physically active each day. She does not provide food for children, however she encourages parents to provide nutritious packed lunches and snacks. The child minder has an appropriate current first aid certificate and she has recently updated her Level 2 award in Food Hygiene. Routines established promote good hygiene. Children were encouraged to wash their hands before and after eating. A medication policy is in place and medication is only given with prior written permission from parents. The child minder records any accidents or incidents appropriately. The child minder ensures that she regularly updates her child protection training and has completed training on the Prevent Duty, (this places a responsibility on providers to prevent children from the danger of radicalisation). However, the Prevent Duty is not referred to in her Child Protection policy. The child minder records children's attendance and notes the times that they are at the setting.

The child minder is positive in her approach to managing children's interactions. We observed lots of clapping and cheering and plenty of smiles and encouragement to celebrate children's achievements, significantly enhancing their well-being. The child minder acts as a good role model, and modelled manners consistently throughout the day, enabling younger children to hear 'please' and 'thank you' appropriately. There is a Behaviour Management policy in place which is shared with new parents to ensure her approach in managing children's behaviour is consistent. We observed the child minder encouraging children to take turns and share, using a firm and fair approach. She is fully aware of the different needs and ages of children in her care and adapts her interactions and strategies accordingly.

The child minder facilitates children's learning successfully. She uses the children's 'All about me' forms effectively to learn about each child's needs. Discussions showed she had good knowledge of all the children in her care. Throughout the visit, we observed the child minder develop children's learning through play. For example, when sharing a book about colours with the children, she asked, 'what colour is this?' and 'can you point to yellow for

me?' The child minder uses a development checklist and Learning Journals at regular intervals throughout the year to track children's progress and development and identify their next steps in learning.



### **3. Environment**

**Adequate**

#### **Summary**

The child minder provides a safe and welcoming environment for children that stimulates their learning and meets their individual needs well. She is aware of the hazards to children and takes appropriate action, but some improvements are required in relation to record keeping. There are a range of good quality toys and resources that enhance children's play and learning experiences.

#### **Our findings**

The child minder has established a number of routines and developed procedures which help identify and reduce risk. Areas in the home were clean and tidy and a homely atmosphere was evident. The front door was kept locked throughout the visit with keys close to hand in the event of an emergency. A record of visitors is retained and the annual gas safety check was complete. A fire blanket is wall mounted in the kitchen and the first aid kits are easy to access. All fire drills are recorded and smoke alarm checks are completed monthly. There are risk assessments in place for the premises and outings, however we found no evidence to indicate that risk assessments are regularly reviewed. The child minder keeps children safe by providing suitable safety measures and the right amount of supervision.

The premises are and welcoming and child friendly. Children's art work displayed in the kitchen giving them a sense of belonging. Children are able to explore freely and there is sufficient floor space for them to play. The play room doubles up as an area for naps with the use of a travel cot. There is a downstairs toilet that children can access themselves or with support, depending on their individual needs. Children enjoy sociable mealtimes in appropriately harnessed highchairs in the kitchen. There is a spacious and secure garden with paved and grass areas for children to enjoy further activities such as chalking or physical play. The child minder gives due consideration to the areas in her home, to ensure it is suitable for the purpose of child minding.

Children have access to a range of developmentally appropriate play and learning resources and equipment. We observed children enjoying playing with the pretend kitchen and food, building blocks, puzzles, dolls and pushchairs, and reading books. Resources and toys were clean and in good working order. Children are able to access some resources independently. Other resources are stored in transparent boxes which makes it

easy for children to identify what is inside. The child minder told us that outdoor resources are limited, however, she hopes to purchase a Wendy house in the near future.

## 4. Leadership and Management

**Adequate**

### Summary

The child minder manages her services to a satisfactory standard. She is open to feedback and keen to develop her practice. Documents and records are mostly kept to an adequate standard and stored securely. Good partnerships have been established with parents, with many families still remaining in contact with the child minder and her family years after leaving the service.

### Our findings

The child minder has an awareness of the National Minimum Standards and Child Minding and Day Care (Wales) Regulations. Relevant policies were in place, and most were up to date. However, the Child Protection policy did not outline the categories of abuse. We looked at a sample of contracts and children's records and found that they contained all of the relevant information including parental permissions, which ensures that parents are fully aware of what practice is undertaken. The Statement of Purpose includes relevant information and is an accurate reflection of the service offered. However, it did not contain most up to date contact details for CIW, the child minder's own contact details or information about how the document will be kept under review. The business is registered with the Information Commissioners Office and all documentation is kept in a secure and organised manner. The child minder is a member of an umbrella organisation which provides her with relevant guidance and information appropriate for her service.

There are suitable systems in place to capture the views of parents. We saw parental and children's questionnaires which enable the child minder to gather feedback on what the children enjoy and suggestions for improvement. The child minder has completed a Quality of care review, however this document did not reflect the views of parents and children or fully reflect upon her practice during the previous 12 months. The child minder keeps communication open daily with parents to ensure that she can gather any useful information from parents. There is a Complaints Policy in place, however it did not contain current CIW contact details. No complaints have been received about the service.

The child minder fulfils her role well. She does not employ any assistant. She ensures that her own and house hold members Disclosure and Barring Service checks are kept up to date and is aware of her responsibility to renew these checks every three years. She routinely undertakes training to keep up to date with any best practice and changes to legislation, and has recently completed training in 'UNCRC-an introduction to children's rights in practice' and completed Children's Care, Learning and Development Level 3.

The child minder has a good relationship with parents. Parents receive ample information about the service. This gives them the necessary information to make informed decisions about their children's care. The child minder works closely with parents to learn and share information about each child's needs. She has systems in place to ensure parents are kept well informed about their children's care and learning. Children's daily diaries detail aspects about their day and are shared with parents daily. The child minder regularly attends local playgroups and visits places in the local community with the children.

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

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

None

### **5.2 Recommendations for improvement**

The following recommendations were discussed:

- Ensure that risk assessments are regularly reviewed to include date of review;
- develop further opportunities and resources for outdoor play;
- update the Child Protection policy to include categories of abuse and the Prevent Duty;
- update the Statement of Purpose to include child minder's contact details, CIW contact details and information about arrangements to review;
- update the Complaints Policy with CIW contact details; and
- ensure that the Quality of Care Review reflects parents' and children's' views and is reflective of practice.

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

This was a scheduled full inspection undertaken as part of our normal schedule of inspections. One inspector carried out an unannounced inspection of the service although we contacted the child minder shortly before arriving to ensure she was home.

We:

- spent approximately four hours with the child minder;
- observed the child minder's practice and interactions;
- spoke to the child minder and the children present about the service;
- reviewed all information held by CIW;
- examined a range of documentation including, policies, procedures, daily records, two children's files and other relevant records maintained as part of the service;
- undertook a visual inspection of the areas used for minding; and
- provided formal feedback via telephone on 25 September 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	Amanda Davies
Registered maximum number of places	6
Age range of children	Birth to 12 years
Opening hours	7:30am – 6:00pm Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	11 December 2015
Dates of this inspection visit	24 September 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	

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