



Childcare Inspection Report on

Tammy Wiosna

Gabalfa

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

15/01/2020

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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

The child minder is registered with Care Inspectorate Wales (CIW) to care for four children up to 12 years old. She operates her service from her home in the Llandaff North area, Cardiff which she shares with her partner and three school age children. Opening hours are from 7.45am to 6pm Monday to Friday all year around. This is a service which uses both English and Welsh.

Summary

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

1. Overall assessment

Children are relaxed and comfortable in the child minder's home. They receive individual care and attention which is planned to meet their needs. Close relationships are evident and children settle well. The environment is safe and attractive and resources are plentiful and organised to be accessible to children. The management systems are effective and the child minder is motivated to continually improve her service.

2. Improvements

Recommendations from the last inspection have been implemented:

- The child minder has completed Food Hygiene training;
- The statement of purpose includes how CIW deals with complaints, the child minders contact details and clearly states the registered numbers that can be cared for;
- The child minder keeps written records of smoke alarm tests; and
- The child minder is registered with the Food Standards Agency.

3. Requirements and recommendations

There were no non compliance issues identified during this inspection.

We made some good practice recommendations which are outlined in the report and summarised in section 5.

1. Well-being

Good

Summary

Children are safe, content and valued within the service. They have access to a good range of interesting activities and are able to form close relationships. Children benefit from a consistent, planned approach to their care and are comfortable and well settled.

Our findings

Children are supported to make choices and their decisions are respected. They are encouraged to speak up and share their views to help decide day-to-day activities. All children are listened to carefully, which encourages further participation. Younger children are provided with options to help them make decisions about what they can do at the service. Older children are more confident to ask for things they want. Children excitedly told us about their favourite activities, such as playing with dolls, play doh and puzzles.

Children are very well settled and have good routines with the child minder. Many children have attended the service for a number of years and are familiar and at ease in the child minders care. Children go to her for comfort and reassurance and receive a nurturing and caring response. The children were unperturbed by our presence and chatted happily to us, which indicates that they feel safe and secure in the child minder's home. Children's work is displayed on the walls and they have individual coat hooks which provides them with a sense of belonging.

Children play together cooperatively, share resources and help each other willingly. For example, the children worked well together to complete a large jigsaw. They play happily together or alongside each other, appropriate to their age and stage of development and are becoming sensitive to the needs of others. Children enjoy socialising when attending local playgroups and meeting up with the children of other child minders.

Children enjoy their time at the service. They are suitably engaged in a good range of activities. We observed children following their own interests and leading their learning. For example, one child lovingly wrapped a doll up in a blanket and invited another to play mums and dads. Children persevered with their activities for an appropriate amount of time and they responded very positively when the child minder joined them in their play.

Children are encouraged to develop their interests and independence. They are confident to help themselves and enjoy the opportunity to carry out their chosen activities. Children

tidy their toys away; we heard them chant 'team work' as they worked together to clear away ready for lunch. Children wash their own hands and help to prepare snack. These opportunities help children to develop self help skills appropriate to their age.

2. Care and Development

Good

Summary

The child minder is an experienced and confident childcare practitioner. She has developed a good range of effective systems to ensure that children's health and safety is considered and that their needs are met. She has put in place the required policies and procedures to promote positive outcomes for children.

Our findings

The child minder has a good understanding of her responsibility to safeguard children. There was a child protection policy in place. However, the policy did not include a reference to the Prevent duty. Prevent is a government strategy to protect children from extremism and radicalisation. The child minder has not undertaken Prevent training. She is confident to recognise any safeguarding issues and clear about her duty to refer any concerns relating to the welfare of a child to the appropriate authority. Accidents are recorded appropriately and are typical of the age and stage of development of the children. The child minder has a relevant first aid certificate and regularly audits the first aid kit to ensure it is complete and items are within date. She has established good hygiene routines reducing the risk of cross infection. For example, tables and surfaces are cleaned with anti-bacterial spray prior to serving food. Children regularly wash hands with soap and water and use individual towels for hand drying. The child minder provides healthy snacks and meals and children have access to drinking water throughout the day. However, she was not aware of most up to date Welsh government food and nutrition guidance for child care settings.

There is a behaviour management policy in place and the child minder told us that she uses positive behaviour management strategies to promote children's welfare. She takes into account the age and developmental stage of children and understands that these factors can affect children's behaviour. We heard the child minder giving praise to children for good attempts and kind behaviour and saw that she used distraction techniques to refocus children when needed. The child minder ensures children do not become too tired or hungry and manages and prepares the environment beforehand to ensure she can remain focused on meeting their needs. The child minder is a positive role model and she strives to maintain a calm environment at all times.

Children feel comfortable in the care of the child minder and this promotes their learning and development. The child minder records the learning of pre-school children by using individual learning journals. We discussed how meaningful this tool is when planning next steps in children's development. The child minder is open to considering alternative

methods of evaluation. The child minder encourages all children to develop an understanding of Welsh and other cultures by celebrating festivals throughout the year. These include Diwali, Chinese New Year, and St David's day. The child minder makes good use of incidental Welsh with non Welsh speaking children and converses naturally with Welsh speaking children in both Welsh and English.

3. Environment

Good

Summary

The child minder's home is safe, inviting and well maintained. The downstairs of the property is used which consists of a kitchen, dining room, spacious playroom, and bathroom facilities. The gardens can be accessed from both the playroom and the dining room and benefit from an attractive undercover area for all weather play. Good attention is given to safety and security. The child minder ensures that children are well supervised at all times.

Our findings

The environment is clean, well maintained and secure. The child minder carries out daily safety checks and risk assessments are carried out for the indoor and outdoor environment as well as for excursions into the community. Risk assessments are regularly reviewed and updated. The front door is locked at all times and a record is kept of any visitors when minded children are present. There is a register of children attending each day which includes the times of arrival and departure as is required. We saw evidence to show public liability insurance is in place. Good attention is given to fire safety and smoke alarms are checked regularly. The child minder carries out regular fire drills with all children. Recording of drills includes full information about evacuations to identify any hazards or difficulties encountered which could be avoided in the future.

The child minder's home is welcoming and child centred, and provides a rich environment for children's play and learning. There are good facilities and enough space for children to play and relax in comfort. The playroom is arranged from a child's perspective and resources are stored to be accessible to children. We discussed labelling resources to further children's choice and independence. Children's work and a wide range of educational posters are displayed on the playroom walls. Children are able to relax as needed on a comfortable sofa. They enjoy using the garden which is well equipped with a variety of resources including a large wooden playhouse with slide and climbing wall, a wooden shop and giant chalkboard. Children have access to toilet facilities off the playroom, which are clean and fresh.

Resources provided by the child minder are suitable for the needs of children and we saw activities and games are age appropriate and offer variety and choice. These support their learning and interests and include puzzles, books, arts and crafts and outdoor resources. However, we saw limited resources to promote multiculturalism, equality and diversity. The child minder regularly cleans the toys and discards anything that is broken.

4. Leadership and Management

Good

Summary

The child minder manages her service efficiently with due regard to the National Minimum Standards (NMS) and the Child Minding and Day Care (Wales) Regulations. She is well motivated and is open to new developments. She demonstrates confidence and skill to promote positive outcomes to children and their families.

Our findings

The child minder organises her service effectively. There is a statement of purpose which provides an accurate picture of the service and is provided to parents. However, the document needs updating to reflect all household pets and most up to date contact details for CIW. The child minder is registered with the Information Commissioners Office and understands the need for confidentiality. She is affiliated with a national child-minding organisation which provides information and support as needed. The child minder ensures that she and her partner have a current DBS check and has undertaken appropriate training courses in first aid, food hygiene and child protection. All the required policies and procedures are in place, although we noted that policies are not dated to evidence regular review.

There are good systems in place to evaluate the service and plan for improvement. We saw copies of questionnaires sent to parents to gain information about whether the service meets children's needs and to receive feedback about the quality of care. Feedback from parents is consistently positive and indicate parents value the opportunities for their children to meet up with others within a nurturing environment. For example '*(name of children) have thrived under Tammy's care. I love that they go to groups, regular walks and to the shops*'. There is a complaints policy, although no complaints have been received. We discussed the need to update the policy to outline procedures for children over the age of eight to make complaints, in light of the child minder's intention to care for older children in the near future.

The child minder manages her service successfully. She maintains orderly records of her qualifications and training. Documentation and records gathered at the time children are registered help her to plan her service well. The child minder does not employ an assistant. She told us that she has an emergency back-up plan in place with other child minders in case of an emergency or unforeseen situation. The child minder also has a good network of support with other local child minders; they meet regularly for children to play and they share good practice.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We discussed the following good practice recommendations with the child minder;

- Update the child protection policy to include PREVENT;
- ensure children's development files include planning for next steps in learning;
- consider most up to date Welsh Government's best practice guidance, food and nutrition for childcare settings;
- consider labelling resources bilingually to further promote children's choice and independence;
- source further resources to promote multiculturalism, equality and diversity;
- update the statement of purpose to reflect all household pets and most up to date contact details for CIW;
- ensure that policies are dated to evidence regular review; and
- update the complaints policy to include how children over the age of eight can make a complaint.

6. How we undertook this inspection

This was a full inspection undertaken as part of our normal schedule of inspections. One inspector visited the service which was announced at short notice to ensure availability. The following methodology was used to gather evidence for this report:

- We engaged with the two children present;
- we looked at feedback questionnaires from parents
- we looked at the information held by CIW;
- we looked at a wide range of records. These included the statement of purpose, risk assessments, copies of policies, which included safeguarding, safety records and monitoring records;
- we made a visual check of the premises used by children; and
- we provided verbal feedback to the child minder via telephone on 16 January 2020.

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	Tammy Wiosna
Registered maximum number of places	4
Age range of children	Birth to 12 years
Opening hours	7.45am – 6.00pm Monday to Friday
Operating Language of the service	Both
Date of previous Care Inspectorate Wales inspection	8 September 2015
Dates of this inspection visit(s)	15 January 2010
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 service 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 the service provider consider Welsh Government's ' <i>More Than Just Words Follow on Strategic Guidance for Welsh Language in Social Care</i> '.
Additional Information: None	

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