



# Childcare Inspection Report on

**Michelle Hosken**

**Barry**



**Date Inspection Completed**

**28/08/2019**

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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

Michelle Hosken has been registered with Care Inspectorate Wales (CIW) since August 2013 and provides care for up to 10 children from her home in Barry. She caters for children up to the age of 12 years and operates Monday to Friday, 7am to 6pm. The child minder provides a service through the English language.

## Summary

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

### 1. Overall assessment

Children at this service have a clear voice as they are able to make some choices and decisions. They are settled and have developed positive relationships with the child minder. The child minder works appropriately to keep children generally safe and healthy. She provides toys and resources appropriate to the age of the children in a secure and safe environment, however there are some areas which require improvements. The child minder is reasonably organised with documents and relevant records kept, however, some improvement is needed in this area.

### 2. Improvements

Since the last inspection the child minder has purchased more toys and resources including games for older children. She has also bought outdoor resources for use in the park including a tunnel and parachute.

### 3. Requirements and recommendations

We have made recommendations in relation to hand washing, labelling of boxes, children's files, the statement of purpose and the Disclosure and Barring Service (DBS) process. These are detailed at the back of the report.

# 1. Well-being

Adequate

## Summary

Children have a clear voice with opportunities to make choices and decisions. They generally feel safe, happy and valued, showing familiarity with the child minder and routines. Children interact positively with the people around them and are developing secure relationships. They enjoy a balanced selection of play and learning opportunities.

## Our findings

Children speak or express themselves well as they receive a consistent response/interaction from the child minder. Children have some opportunities to make choices and decisions and their wants, moods and needs are generally considered. The children confidently asked questions, chatted to everyone and made their wishes known, which were acted upon. For example the children wanted to continue with a card game with the child minder instead of changing to another activity. There was also a choice of activity, where the children chose which craft work they wanted to complete and which colours they used.

Children are active and express enthusiasm and enjoyment. They have a sense of belonging, forming relationships and are familiar with routines. Children arrived very confident and chatty, settling quickly with no issues with separation from their parent/guardian. They placed their shoes at the bottom of the stairs and could explain what they did, showing that they are very familiar with the child minders routines. Children happily included us in their conversation and games showing that they were at ease with the child minder.

Interactions between children and adults are positive. Children co-operate and are generally interested and engaged. They are mostly polite and use good manners with a little prompting. One child confidently chatted away to the child minder about their holiday. They took turns playing the game and waited patiently whilst the child minder was completing other tasks.

Children are engaged in their play and learning. They enjoy a reasonable selection of appropriate opportunities indoors and outdoors and can also relax and have quiet times. Children initiate their own play and influence their tasks and activities because they take part in child and adult led activities. They are eager to show or talk about what they have been doing. One child smiled and giggled when they played a 'head 2 head' game. There was lots of laughing and bouncing around with excitement to see if the child minder could guess what they had drawn, with one child exclaiming "*you have a challenge*" during their turn. The children also told us that they like the activities provided and also playing with the toys.

Children experience a variety of age and developmentally appropriate opportunities that promote their development and enable them to follow their own interests. Children had opportunities to complete their activities independently with support from the child minder if needed. Children independently placed their coats and bags on the pegs.

## **2. Care and Development**

**Adequate**

### **Summary**

The child minder works consistently to keep the children safe and healthy. She follows appropriate procedures and has a clear understanding of her role in safeguarding children. The child minder manages interactions appropriately, implementing positive behaviour management and responding well to the children. She meets children's individual needs, encouraging children to develop independence and is establishing records of children's development.

### **Our findings**

The child minder is developing and implementing policies and procedures to promote healthy lifestyles, physical activities, personal safety and well-being. The child minder prioritised safeguarding and she has a good understanding of her responsibilities to protect children. She follows appropriate hygiene and cleaning procedures, however, she did not encourage the children to wash their hands before food or wipe the table before eating. The child minder consistently reminded children of safety messages. For example she reminded one child not to mess around while sitting on the chair in case they hurt themselves. She answered confidently when discussing a child protection incident and is aware of the procedures to follow.

The child minder generally implements positive behaviour management strategies. The child minder is responsive, she listens and respects children's views. Overall, interactions are positive, demonstrating warmth and kindness. The child minder and children chatted respectfully to each other and she responded well to their needs and requests. They talked about what they were doing and the child minder happily joined in with the children's play. When the child minder asked the children to tidy up the children listened and carried out her instructions.

The child minder provides an appropriate range of play and learning activities. She is aware of children's individual development and discussed confidently, the children in her care. The child minder uses observations to keep sufficient general records, with some mention of specific areas of learning and development. She encouraged children to read the menu to see what they were having for lunch and consistently encouraged children to guess and explore answers during their game.

### **3. Environment**

**Adequate**

#### **Summary**

The child minder ensures that the environment is generally safe, having appropriate procedures and practices in place. She offers a suitable environment with children able to access toys and resources appropriately, however, there is no labelling of resources to encourage independence. The child minder ensures access to good quality resources and makes sufficient alternative arrangements to allow children to have outdoor time.

#### **Our findings**

The child minder ensures that the environment is generally safe, secure, and reasonably well maintained indoors. The child minder has satisfactory measures/policies in place and has satisfactory general and fire risk assessments. The child minder organises basic cleaning routines that reflect satisfactory hygiene practices. She securely locks the front door at all times, with safety gates at the entrance to each room as well as at the bottom of the stairs. Rooms are generally clean and welcoming, however, a few areas are in need of attention. She ensures that all safety certificates are up to date and available for inspection as well as undertaking regular fire drills.

The child minder ensures the environment has sufficient indoor play space for children to move freely most of the time. She organises the environment appropriately so that it provides a satisfactory range of play opportunities suitable for most of the age ranges cared for and meets most of their needs. Children have access to a nice playroom to play freely with toys and resources. These are stored at the edge of the room with free space in the middle of the room for children to play. There are storage units and boxes at relatively low level which store the toys, however, there is no visible labelling to extend the children's independence. There is some educational posters on the walls and an information board in the hallway which displays information including activities, menus, house rules as well as other information.

The child minder ensures that children can access a satisfactory variety of age-appropriate furniture, toys and equipment, both indoors and outdoors. There are sufficient resources to keep the children's interest. There is no outdoor play area but the child minder makes sufficient alternative arrangements to take children to play outdoors. Toys viewed at the time of the visit appear clean and in good condition and include language, creative, physical resources.



## **4. Leadership and Management**

**Adequate**

### **Summary**

The child minder is developing effective leadership. She has appropriate documents, records and policies to ensure the smooth running of the service and to meet regulatory requirements and National Minimum Standards (NMS). She has developed strong and positive partnerships with parents and keeps them suitably informed about their child's well-being and progress.

### **Our findings**

The child minder has an up-to-date, satisfactory statement of purpose that reflects the service provided and mostly meets the NMS, however the address and a date for review purposes is needed to ensure it fully meets the NMS. The child minder has worked to implement all recommendations from the previous inspection. She has an adequate knowledge of her regulatory responsibilities and she discussed how she reviews her policies. She ensures that the required records are accurately kept, however not all documents were available to view on the day.

The child minder has basic processes in place when dealing with any concerns and implement improvements. The child minder reviews the quality of care annually and she seeks the suggestions of the people who use her service. The child minder responds positively to information and advice given to improve children's well-being and identified needs.

There is a basic culture of professional development and she ensures she meets the required ratios. Attendance records showed that the child minder was operating within her conditions of registration by caring for no more than ten children at any one time and adhering to the numbers of children. She discussed future training including plans to learn to drive. The child minder has good arrangements in place for absences, with parents being made aware of the measures in place. There was all necessary paperwork for children in place including contracts, information sheets and variety of permissions, however, not all of the files contained relevant paperwork. She has a current Disclosure and Barring Service (DBS) certificate for herself and the household member over 16 years old but had not completed the process by sending the certificate to CIW.

The child minder ensures that communication and engagement systems with parents are adequate. She keeps parents informed effectively through daily verbal feedback, the use of a notice board and a private social media page. Children commented that they enjoy the activities including playing bingo, making cakes, going to the park and playing with each other.

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

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

None

### **5.2 Recommendations for improvement**

Following our inspection we recommend that:

- boxes and storage are labelled;
- the child minder ensures that children wash their hands before meals;
- the child minder audits children's files;
- the child minder updates the statement of purpose;
- the child minder ensures all paperwork is available for inspection; and
- the child minder ensures the Disclosure and Barring Service (DBS) process is completed by sending CIW the DBS certificates.

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

This was a full inspection undertaken as part of our normal schedule of inspections. Two inspectors visited the service on 27 August 2019 for just over 3½ hours.

As part of this inspection we:

- inspected a sample of documentation and policies;
- observed practice during the visit to capture evidence of children's engagement and the care being provided by the child minder;
- spoke to the child minder and children; and
- provided feedback to the child minder by telephone on 2 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	Michelle Hosken
Registered maximum number of places	10
Age range of children	0 – 12 years
Opening hours	7am – 6pm Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	23 June 2015
Dates of this inspection visit(s)	28 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?	The provider does not provide the 'Active Offer' in relation to the Welsh Language. An 'Active Offer' means providing a service in Welsh without someone having to ask for it. This is part of the Welsh language Policy to develop and strengthen Welsh language in services. We recommend that the service provider considers Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh language in social care'.
Additional Information:	

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