



Childcare Inspection Report on

Kristina Young

Llanishen



Date Inspection Completed

10/07/2019

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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 up to 10 children under the age of 12 years. She runs her business from her home in Llanishen, Cardiff, which she shares with her family. The service is open each weekday from 7.30am to 6.00pm. The service is delivered through the medium of English and incidental Welsh is used consistently through play. The family have chickens which are housed in the garden and a corn snake and fish which are kept in tanks in the house.

Summary

Theme	Rating
<u>Well-being</u>	Good
<u>Care and Development</u>	Good
<u>Environment</u>	Adequate
<u>Leadership and Management</u>	Good

1. Overall assessment

Children are relaxed and comfortable in the child minder's care. They are happy and their needs are at the centre of the service. The child minder aims to provide a Montessori-inspired style of learning through play, with a strong emphasis on outdoor play. Resources are appropriate and the garden is inviting to children. There are some effective management systems in place which meet the requirements of the regulations and the child minder is motivated to make any necessary improvements to continue to develop her service.

2. Improvements

Recommendations made at the last inspection have been met. These relate to restricting children from playing upstairs, completing safeguarding training, reviewing the National Minimum Standards (NMS) for Regulated Child Care to ensure the service provided meets all standards, reviewing all policies and procedures and revising risk assessments. A loft conversion and an additional downstairs room has been added to the house since the last inspection. The external garden has been developed and improvements are ongoing. The child minder has also completed Level 3 in Childcare, Learning and Development. It was clear that she has advanced her knowledge and the service she provides to children a great deal.

3. Requirements and recommendations

We have advised the registered persons that improvements are needed in relation to regulation 31 (1) Sch. 4 (5) - provision of information in order to fully meet the legal

requirements. This is because CIW were not notified of extension works to the home. A notice has not been issued on this occasion, as there was no significant impact for children using the service and we saw that thorough risk assessments had been carried out. We expect the responsible person to notify CIW of any significant events going forward. This will be followed up at the next inspection.

We made also some recommendations which are summarised in section 5.2 of the report.

1. Well-being

Good

Summary

Outcomes for minded children are good. They are consistently encouraged to make choices and express themselves. Children are relaxed, well-settled and have plenty of opportunities to help them develop and have fun. Interactions between children are positive and they have strong bonds with the child minder.

Our findings

Children are able to play independently and make choices regarding their play and learning activities; they have a strong voice at this service and are listened to attentively. Children are able to make their own decisions regarding which resources they play with and we saw children gravitate to things of interest. Children are aware of the options available to them and the child minder told us that she regularly asks children what they are interested in and what they would like to do next. We saw children moving freely around the indoor play spaces and garden.

Children are secure, happy and relaxed in the care of a child minder with whom they have developed a warm relationship. They are confident to approach her, to seek comfort when necessary and to include her in their play. For example, we heard a child exclaim "Watch me climb Kristina!" as they moved around the lower branches of a large tree in the garden. The children express enjoyment whilst they play; we saw them smiling and laughing and they clearly enjoy their time at the setting.

Children are beginning to understand their feelings and they respond positively to frequent praise and encouragement. We observed children beginning to share and take turns whilst playing with a variety of toys, supported with gentle reminders from the child minder. Any minor disputes were handled sensitively. Children have formed positive friendships at the service and there is an emphasis on the importance of helping each other and being kind. There was plenty of chat and laughter between children during play and meal times and social skills are developing appropriately.

Children actively explore the range of resources available to them, but can also relax and enjoy quiet times after school if they wish. Throughout the inspection there was a balance of both self-directed and adult-directed play available for the children to choose from. For example, we saw children enjoy listening to a story book with the child minder as well as using their imaginations to play independently. Outdoor play and using natural resources is encouraged. The children excitedly showed us the 'mud castle' and 'river' they were making in the garden. Children also have regular opportunities to access community areas such as the nearby woods, parks or the 'zero waste' shop to weigh their own items.

Children are developing well because their needs are identified and met. They develop independence from being encouraged to do things for themselves and discover how things work. For example, they were encouraged to wash their hands independently, put their own shoes on, and help themselves to snacks from a plate of fresh fruit. We also saw children helping the child minder to pick their own fruit from the garden, which encouraged them to ask questions and extend their knowledge.

2. Care and Development

Good

Summary

Children and parents benefit from a child minder who has a good understanding of individual children and is able to meet their needs well. The child minder provides activities which meet children's interests, helping to ensure they enjoy them and engage well with them. She respects the children in her care and the decisions they make. Care is interactive and interactions are well-managed.

Our findings

The child minder has a number of policies in place to promote children's safety. She has up-to-date paediatric first aid training, a medication policy and a first aid box for emergencies. She also has a suitable child protection policy. Although it did not contain information regarding the Government's Prevent duty (which places a responsibility on providers to prevent children from radicalisation), discussion showed that she was aware of this duty and she updated her policy immediately. The child minder has completed food safety training and has also completed a Gold Healthy snack award. She is knowledgeable regarding food allergens and vigilant regarding children's individual dietary requirements. She takes pride in providing good quality food to children and avoids processed foods as much as possible. We saw children enjoying home-baked bread and fruit and vegetables grown in the garden. Accidents and incidents are recorded appropriately and signed by parents.

The child minder is positive in her approach to managing children's interactions and has attended behaviour management training. The behaviour management policy is well written and we observed plenty of encouragement to celebrate children's achievements. The child minder models manners consistently throughout the day, enabling younger children to hear 'please' and 'thank you' appropriately. 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 supports children's development by offering them a good range of play and learning opportunities. She is aware of the principles of the Foundation Phase and plans activities accordingly. She explained that she audits her plans regularly and that they are there as a guide when needed, although she feels strongly that activity provision should be reactive to changing interests and child-led where possible. The child minder aims to implement a Montessori-inspired style of learning through play. Foundation Phase 'flower charts' are used to track children's development and communication with parents throughout the day is ongoing via text/social media messages. The child minder promotes diversity in her service by incorporating festivals from many cultures into activities. She is learning Welsh and many of the children attend Welsh language schools.

3. Environment

Adequate

Summary

Children are made to feel welcome in a home that is suitable to meet their needs, with enough space to play and relax. They have use of a lounge, kitchen/diner, conservatory and downstairs cloakroom. Upstairs is not used for minding. Children have frequent access to the rear garden and benefit from a good range of resources which are appropriately maintained. Some areas require attention within this theme.

Our findings

The child minder is committed to providing a secure environment and is aware of her responsibility in relation to the safety and welfare of children. The premises is safe; the front door was kept locked throughout the visit, visitors are noted and suitable registers for children's attendance are kept. We found that her home was suitably maintained and all resources were in good working order. Appropriate insurance for the home and car is in place and an annual gas safety check had been undertaken as required. Fire evacuation drills are completed regularly and documented clearly. The child minder completes a generic risk assessment as well some for specific activities such as cycling. A visual daily risk check of the home and garden is also carried out. The child minder has recently started to keep chickens which are free range in the top half of the garden. We saw that the children were delighted to get involved with their care and learn more about them. Although a risk assessment has been carried out in relation to the chickens, we discussed contacting environmental health to check the most up-to-date information concerning the chickens and their eggs in respect of minded children. We saw that there is a strong focus on outdoor play and exploring the natural world. We watched children engage in appropriate risky play such as climbing a large tree and using a gymnastics bar in the garden. However, we discussed using a safety mat with the bar as an additional precaution and include risk of falling from the bar in a risk assessment.

Children are provided with an appropriate amount of space on the ground floor of the child minder's home. She supervises the use of the bathroom when needed and is mindful of encouraging children's independence whilst discreetly monitoring. Facilities and equipment provided meet the children's needs and toys are age appropriate. Activities are organised so as to provide a variety of opportunities to develop children's skills whilst maintaining the feel of a home environment. The child minder agreed that the kitchen work tops were in need of de-cluttering. We discussed the benefits of completing the Public Health Wales Infection Control Audit Tool. There is a greenhouse in the garden and vegetable patches; children are encouraged to help as much as they like in this respect. Since the last inspection, a loft conversion has been built and an additional downstairs room was on the

verge of completion. The child minder told us that the additional room would be used as a play area, leading directly onto the garden. We informed the child minder that a failure to inform CIW of changes to the home is a regulatory breach. However, as noted above, we have not taken action on this occasion. The child minder told us that she has plans to install a patio in the garden which will allow children direct access into the garden from the new play room. This was done by the time this report was completed, and she has other plans to gradually develop the garden.

Children have access to a suitable range of developmentally appropriate play and learning resources and equipment, both indoors and outdoors. These included a wooden toy kitchen, puzzles, musical toys, jigsaws, cars, balls, a tree swing, ride-on toys, arts and crafts and books. The child minder has a seven-seater car which is used occasionally for school runs and trips, although the child minder prefers to walk with the children as much as possible.

4. Leadership and Management

Good

Summary

The child minder is aware of her responsibilities to meet NMS and there are some good systems in place to help her run her business. She has made significant efforts to improve her service since her last inspection and she is keen to continue to progress further. We found the child minder to be motivated and open to new developments as a means of promoting positive outcomes for children. She has developed good relationships with the families she works with.

Our findings

The child minder has a vision for the service which is shared in her statement of purpose. This needed a minor amendment, which was done during the inspection. She has undertaken a review of all policies and procedures to support the running of the service and stated that she now feels she has a good understanding of NMS. We saw that parents are provided with information prior to their children starting at the service, including documentation to help them make an informed choice about using the service. She is aware of data protection legislation, had implemented new policies as a result, and has registered with the Information Commissioner's Office in relation to storing personal data securely.

There are good systems in place to monitor and evaluate the child minder's practice. A complaints policy is in place should parents want to raise an issue. This document was updated slightly during the inspection. Children are asked their views on a daily basis. A comprehensive quality of care review report is completed annually and includes action points for the year ahead. We saw parental questionnaires which were very complimentary and included comments such as "To find a child minder like you has been a dream come true – literally". The child minder recognises her responsibility to review and plan for improvement, and she told us that recognising the link between self-evaluation and progress has supported her to move her service forward notably in recent years.

The child minder fulfils her role well. She does not employ any assistants. Adult household members all have a current Disclosure and Barring Service certificate and the child minder 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.

The child minder values the relationships she builds with families. Children have their needs and preferences identified at the outset of care and we saw that child record forms contained all necessary information. Signed parental permissions for emergency medical treatment, outings, transporting, sun cream, observations and photos were also in place.

Parents receive copies of policies and procedures upon registration. The child minder provides parents with verbal feedback about their child's activities on a daily basis.

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 recommendations:

- Contact environmental health regarding the chickens;
- consider using a safety mat underneath the gymnastics bar and include risk of falling from the bar in a risk assessment;
- declutter kitchen worktops and
- complete the Public Health Wales Infection Control Audit Tool.

6. How we undertook this inspection

This was a full inspection which was undertaken as part of our normal schedule of inspections. One inspector completed one visit to the service for approximately six hours; the inspection was unannounced, although the child minder's availability for the month was established in advance. We:

- Carried out observations indoors and outdoors to capture evidence of children's engagement and the care provided;
- accompanied the child minder on a school run;
- reviewed information held by CIW;
- undertook a visual check of the areas used for minding;
- spoke to the children present and viewed written feedback provided by parents to the child minder;
- looked at a wide range of documentation and
- gave feedback to the child minder by telephone.

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	Kristina Young
Registered maximum number of places	10
Age range of children	Under 12
Opening hours	7:30am-6:00pm Monday-Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	23 November 2015
Dates of this inspection visit	10 July 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 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>
Additional Information: None.	

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