



Childcare Inspection Report on

Nicola Bull

Cardiff



Date Inspection Completed

03/12/2019

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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 to care for 7 children under 12 years of age. Her home is situated in a quiet residential area of Cardiff. The ground floor is used for child minding with a separate play area and access to ground floor toilet facilities. The service operates through the medium of English.

Summary

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

1. Overall assessment

Children are strongly encouraged to communicate their wishes and feelings which shapes the operation and development of the service. The child minder is enthusiastic, experienced, qualified and extremely child centred. She develops very good relationships with children, who present as relaxed and happy within their environment. Resources and planned activities are plentiful and of a high quality. There are effective procedures for ensuring children's health, safety and all round development is promoted. Whilst the overall environment is of a good standard some risks to children had not been effectively minimised and this aspect of the service needs to be strengthened.

2. Improvements

This is the first inspection of the service at this current address. The child minder had addressed most of the recommendations from the previous inspection;

- the child minder plans ahead a selection of activities that she can offer to the minded children, based on their interests and development needs;
- television is used sparingly;
- the child minder has contacted Cardiff Environmental Health Department to establish if her service should be registered with them as a food business and ensures that healthy options are promoted within her service;
- the child minder has undertaken Child Protection training to develop her understanding and developed her child protection policy;
- written an Uncollected Child policy and

- practised fire drills as required.

3. Requirements and recommendations

The service was non compliant with Regulation (25) Hazards and safety, as the child minder's gas certificate had recently expired. However, the child minder ensured that it was renewed soon after the inspection and therefore we have not issued a non compliance notice.

Recommendations have been made in relation to risk assessment of the environment and elements of record keeping. These are discussed within the report and outlined in section 5.

1. Well-being

Good

Summary

Children's well-being is promoted effectively through fun and stimulating activities which are supported by a caring, responsive child minder. The service is extremely child focused and children are encouraged to communicate their wishes and feelings and develop friendships and independence.

Our findings

Children's opinions and wishes are listened to and their feedback is actively considered in the development and delivery of the service. Children are given time and opportunity to make choices and are supported when needed in their chosen activity. We saw that the environment was extremely well set out so that play was all child led with optional adult organised activities. We saw children chose to fill paper bags with 'reindeer food' and later others chose to paint or draw. Children are consulted with throughout the session and more formerly within questionnaires to inform the annual quality review. One child had recorded their 'best memory' as going to the allotment. Snack suggestions by children had been considered and acted upon as a result of consultation with them.

Children are happy and settled as there are systems in place to promote children's feelings of security and emotional well-being. For example, we saw that children had helped create a lovely Christmas feeling to their play room by making paper chains and decorating the room. Their work was displayed and celebrated and they took visible pride in their creations. Children told us that they had made friends at the childminder's and we saw that they enjoyed the child minder's company, inviting her to join them in their play. We also saw that the child minder had thoughtfully made Christmas gift bags for each child in order to create happy memories for the children.

Good social skills are encouraged and we saw children demonstrate good manners and be respectful to one another. Older children included younger children in their play and were patient and kind to them. For example, they were patient with one another when filling brown paper bags with bird seed and chatted happily with their friends during their snack. They listened well to the child minder and responded appropriately to her instructions. For example, when walking to and from school we saw that they were able to walk safely and listened and responded to 'stop' and 'go' commands from the child minder whilst learning about road safety.

Children really enjoyed and benefitted from the many play opportunities and experiences on offer. They were able to engage well in the activities and sustain interest for very good periods of time. We saw children enjoying table top activities and drawing. Children were able to tell us that they had really enjoyed visiting animals at a local farm to see a nativity scene and that they had enjoyed making angels at a local playgroup earlier in the day. Children were very well supported to take part in all of the activities they wanted to explore.

Children's development, learning and independence underpin all of the interactions between the child minder and children attending. We saw consistent examples throughout the inspection of children's independence being promoted as much as possible. For example children could easily hang up and access their coats and belongings. Children knew to wash their hands and helped tidy resources away when they had finished playing with them. Recycling and eco awareness is a strength at the service. Children are encouraged to become 'Little Champion' litter pickers when they go out with the child minder picking up litter within the community.

2. Care and Development

Good

Summary

The child minder is well qualified and experienced in caring for children. She is enthusiastic, and fully engaged in encouraging children's learning and development. She implements procedures to promote children's welfare and keep them safe and healthy but this could be strengthened further. She has a good understanding about child development and manages interactions well in a very kind and positive manner. Activities and resources are very well organised in order to meet all children's individual needs.

Our findings

The child minder is appropriately qualified and implements her procedures to meet the individual needs of the children. Whilst she has undergone safeguarding training she had not undertaken 'Prevent' training. When discussing these topics with the child minder she identified that she needs to strengthen her confidence and understanding of these issues. She knows children very well and is able to identify children's moods and anticipate their needs in order to promote healthy lifestyles and keep them safe. Fire drills are practised with children so that they know what to do if they need to leave the house in an emergency. We saw that good hygiene was promoted with children and with the equipment and the resources they used. There are means to record accidents, incidents and medications although none had needed to be recorded recently. The child minder has a paediatric first aid certificate and is confident to administer first aid. One parent we talked to told us that they were very happy in the care the child minder gave to their child. Snacks provided were nutritious and healthy. Daily outdoor activity is seen as very important and the child minder included this in children's daily routines so that their physical development was supported well. For example, through walking to most places rather than use the car and using an allotment to teach children about nature and the world around them.

The child minder effectively manages interactions with children and adopts a positive approach to encourage children's social interactions with their peers. During the inspection children were well engaged and stimulated by the activities. The child minder promotes the children's confidence and self-esteem and provides a sense of fun and enjoyment. She has a range of strategies to develop children's emotional well-being. For example, we she taught children to have a sense of responsibility and respect for their surroundings by encouraging them to pick up litter within the surrounding community whilst making sure it was a fun activity for children.

The child minder has good systems to ensure she is able to promote children's play and learning and meet their individual needs. A developmental chart in the form of a flower is completed to observe and plan around children's individual needs. These were supported by photographic evidence to further record and improve her support to children. We saw

that she supported learning through themes discussed and agreed with the children and, for example, had identified 'Christmas' as the current theme. The importance of using natural resources was evident in the reindeer food activity and the child minder explained that, for example, she used paper bags and veered away from plastics as much as possible. Parents we spoke to and questionnaires we read indicated that parents were very satisfied with the individual care given to their children and the progress they had made whilst at the service. Welsh is promoted but multi-cultural awareness could be further developed to increase children's understanding and acceptance more.

3. Environment

Adequate

Summary

The child minder ensures the environment is child centred and stimulating for children who have access to a well-resourced playroom. The home is generally well maintained with resources and equipment well organised, accessible to children and of a high standard. However, we identified some risks within the environment that had not been identified and the annual gas safety certificate had expired in October 2019.

Our findings

Procedures are followed to promote children's safety and attention is given to maintenance of the home which is being refurbished. We noted that the front door was securely locked throughout the inspection and the child minder supervised children well to keep them safe. Some robust risk assessments are in place, for example, when litter picking children wear high visibility jackets and risk assessments for areas such as visits to the park and when travelling in the car, had been completed. However, some risk assessments for the premises had not been updated and some identified risks had not been minimised promptly. We discussed this with the child minder who said that she would address these immediately. The child minder sets up the play environment to be fun and stimulating before children arrive and the play environment, equipment and resources were seen to be very clean and of very good quality. First aid equipment, fire blankets and smoke alarms were present and checked as needed. The child minder had overlooked the renewal of the gas safety certificate but this was completed and evidence sent to CIW soon after the inspection. As the child minder transports children she has ensured that appropriate safety seats are available for all children and that vehicles used are insured and road worthy.

Children have access to a playroom for role play, construction, small world, reading books and relaxing and supervised access to the large open plan kitchen/diner/lounge. There are stimulating activities and age appropriate resources for all children attending. Suitable child-sized equipment for the children is readily available, for example low table and chairs are present so that children can comfortably eat their food or do table top activities, although during the inspection as the table was small one child was unable to draw with the other children and sat separately with a drawing board. The child minder stated that she had identified this and was considering options to improve this situation. Children have easy access to store their belongings, and resources are easily identified and accessible. Children are supported or independently use the bathroom on the ground floor where they have access to suitable hand washing and toilet facilities. The child minder was very mindful to educate the children about sustainability and as well as encouraging children to plant and grow their own vegetables on an allotment also encouraged them to be eco aware and recycle cardboard, yoghurt pots etc.

Children have access to a wide range of high quality resources and equipment including natural resources. The child minder checks equipment regularly and discards any that are unsafe, old or worn. She also takes children to visit a wide variety of community resources including play groups, libraries and the re-cycling centre to widen their experiences and promote their social and physical development. The child minder had limited multi-cultural resources and discussed with us how this could be improved upon.

4. Leadership and Management

Adequate

Summary

The service generally operates smoothly and there are systems in place to annually review and improve the service. The child minder is aware of the importance of building good relationships with professionals and parents. Overall policies, procedures and daily records are well organised but proper oversight of the service and some aspects of the service's paperwork need to be strengthened.

Our findings

The child minder provides a clear picture to parents of the service provided. She has a statement of purpose which outlines how the service operates although some minor details need to be amended in this document to, for example, clarify use of the garden. Most policies and procedures are clear and reviewed annually although these had not been dated and some amendments are needed to the Child Protection policy. She could further strengthen her practice through undertaking training on 'Prevent', a government strategy to deal with radicalisation or extremist views and she discussed completing online training in this area. She has registered her service with the Information Commissioner's Office, written a policy regarding General Data Protection Regulation and has business insurance in place.

The child minder has effective systems in place to evaluate her service so that she can plan for continual improvements. Improvements made to the service and her vision for the future are strong. The child minder evaluates the activities in order to improve upon planning and consults with children and parents about their views of the service. Children and parents are frequently consulted and we saw their feedback within questionnaires demonstrating a high level of satisfaction with the service.

The child minder works on her own but has identified an emergency child minder as back up. She is motivated to continually enhance her child care practice and undertakes most required training although a review of her food hygiene training may be beneficial as this had last been completed in 2014. She is very well organised and ensures that activities and daily tasks are completed before children arrive at the service. However, whilst the children's register is completed she needs to promptly record children's arrival and departure times within the register.

The child minder works closely with parents to ensure that children's needs are met and communication with parents is well maintained and this was confirmed by the parents we spoke with. She has appropriate systems in place to gather and share information about children to ensure she meets their individual needs. The child minder has shared

information with parents regarding General Data Protection Regulations (GDPR). As she is very proactive in accessing community facilities she needs to ensure that parent's written permission is provided for outings.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Strengthen understanding regarding Child Protection processes, undertake Prevent training and update policy;
- update statement of purpose and send to CIW;
- update food hygiene training;
- improve multi-cultural awareness;
- obtain written permissions for outings;
- update and implement risk assessment for environment including use of pins, toilet door and safety gate at bottom of stair;
- date policies once reviewed and
- promptly record children's arrival and departure within registers.

6. How we undertook this inspection

This was a full inspection undertaken by two inspectors as part of our normal schedule of inspections. It was conducted over a period of approximately four and a half hours.

Evidence for the information held within this report was gathered via:

- Discussion with the child minder;
- observations of care practices, interactions between the child minder and children and of the activities undertaken;
- a visual check of the premises;
- reading a selection of daily records, child information records, policies and procedures;
- talking with one parent and children present, and
- reading documentation held by CIW.
- Feedback was given to the child minder briefly at the end of the inspection and then more fully via a telephone conversation in agreement with the child minder.

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	Nicola Bull
Registered maximum number of places	7
Age range of children	Under 12 years
Opening hours	8:00am -5:30pm Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	07 December 2015
Dates of this inspection visit	03 December 2019
Is this a Flying Start service?	No
Is early year's 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.
Additional Information: None	

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