



Childcare Inspection Report on

Helen Jones

Bridgend



Date Inspection Completed

14/01/2020

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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

Helen Jones has been registered as a child minder since 2000 to care for a maximum of 10 children under the age of 12 years. The service is provided from the child minders family home in Broadlands, Bridgend. The service is available Monday to Friday between the hours of 7:30am and 5:30pm and the service is provided through the medium of English.

Summary

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

1. Overall assessment

Children are very happy, settled and content. They experience positive interactions from the child minder. Children enjoy a good range of activities; they are generally safe, happy, and are listened to. The child minder actively promotes their play and development. Children are cared for in an environment, which is well set out for childcare and is clean, secure and stimulating to them. A range of toys and resources are appropriate to their age. The premises are safe and overall documents and records are well maintained. The child minder has a good relationship with parents.

2. Improvements

The child minder regularly refreshes her safeguarding training, and has carried out regular fire drills; although more detail is needed in her recordings.

3. Requirements and recommendations

There were no requirements identified at this inspection.

We made some recommendations which are detailed at the back of this report.

1. Well-being

Good

Summary

Children are happy at the service and they enjoy the opportunities available to them. They have a sense of security; and they have developed close relationships with the child minder.

Our findings

Children have a good voice at this service. We saw a child choose a game of 'fish's' from the toy room, and the child was initially happy to play alone. At snack time, we saw children's preferences at snack time were responded to positively. They were told that they could eat what they wanted. The child chose to eat their apple whole, and asked for the stalk to be taken off, which was promptly actioned. Children were asked if they wanted to do some colouring, but they refused as they wished to carry on playing with the fish. When playing with play dough they didn't want to make a spider, choosing to make a snow man instead.

Children are well settled at the service. They were happy to play alone, or to interact with the child minder and us, Care Inspectorate Wales (CIW). The children were comfortable in the child minders home, freely moving around the space available, and knew the routines. The children interacted well with the child minder with the fish game. At times a child became frustrated, banging the fishing rod and stopping the game from moving in order to catch the fish.

Children have good opportunities to develop their skills, and spend appropriate amounts of time with certain activities, depending on their age group, before moving onto other things. The children enjoy their play and learning. For example, we saw that they squealed with laughter when catching the fish discussing with the child minder which colour they were going to catch.

Children are becoming more independent and are learning to socialise. They showed confidence during their play and learning. Children were encouraged to be independent wherever possible, but were offered help when needed. For example, when a child was asked if they wanted help, to get play dough out of pot, they were adamant that they could do it themselves.

2. Care and Development

Good

Summary

The child minder has developed policies to help safeguard children. She mostly keeps children safe and encourages a healthy lifestyle. The child minder promotes children's learning and play well.

Our findings

The child minder has the appropriate training to keep children safe and healthy. She has valid food hygiene and paediatric first aid training and has previously undertaken child protection training, refresher child protection training has been booked for the end of the week. The child minder had attended 'understanding pathways to extremism and Prevent programme', which explains what she needs to do if she is concerned about radicalisation. She understands what actions to take if she has concerns about children in her care. The child minder had good hygiene systems in place overall, asking children to wash their hands after using the toilet and before eating. However, although paper towels were available, the child dried their hands on a communal towel, and a nail brush was used to clean playdough from under a child's nails; both could cause cross infection. The child minder changed a child's nappy, using a changing mat, which she wiped with anti-bacterial spray. The child washed their hands in the bathroom, although the child minder washed her hands in the kitchen sink. The child minder provided snacks such as fruit, and breakfast. She had a Food and Nutrition document for child minding settings, and she recorded food and allergens. A food and drink policy was in place, including diversity such as eating with fingers and chop sticks. The child minder had satisfactory accident and medication records in place. The child minder gave appropriate safety messages to children to keep them and others safe, for example, "*No running because I don't want you to fall*" and "*Hand over your mouth when you're coughing*".

The child minder interacts positively with children. She gave lots of praise to the children for their behaviour and their efforts, for example, we heard the child minder say, "*Oh shiny, you did a good job*" after they had washed their hands. She is a good role model. She encouraged the children to use good manners, prompting children when they forgot to say please. A behaviour management policy was in place, which states that unwanted behaviours should be dealt with being 'repetitive and firm', and this was seen on the day of our visit.

The child minder promotes children's play and learning; she completes observations, for example photos of children bathing a baby, with 'I'm playing bubbles'. Planning includes for physical development, maths and understanding the world and an 'I can' flower, coloured in with milestones and achievements. The child minder also asks the children what they would like to do, plans seasons and special days, and has a diversity planning calendar.

The child minder consistently chatted to the children, encouraged them learn their colours and to count in order to promote their maths skills along with language and communication

skills. For example *“Why don’t you group all the red ones together, then we can count how many we have”*. We did not hear the child minder communicating with the children in Welsh although she did state that children often talk to her in Welsh. There were some print outs of a Welsh book, and multi-cultural books, such as, ‘all kinds of beliefs’, ‘all kinds of people’, and ‘all kinds of feelings’. Children had celebrated Chinese New Year with child friendly chop sticks and Dydd Santes Dwynwen (Welsh Valentine’s Day). The child minder ensured older children were able to access the cloakroom independently. She encouraged independence throughout our visit; for example encouraging the child to switch the game on. She offered help, but this was mostly refused, .due to the children’s independency.

3. Environment

Good

Summary

The child minder provides a safe and welcoming environment. It is very clean, large and in good decoration. The environment allows children to play, learn and develop within the premises. All toys and equipment are of a good quality and are safe, clean and developmentally suitable for the age range of children cared for.

Our findings

Children were cared for in a safe, secure and clean environment. The child minder confirmed that she carried out regular risk assessments on toys and equipment, stairs, dangerous items, rugs, doors and windows, garden and a temporary one for the Christmas tree. She recorded areas for improvement on them, such as out of date bandages in the first aid box, which were then used for children to play with, a new gate latch required, and when this had been fixed. However, there were no dates of when they were written or reviewed. Access to the premises is safe and secure, as the doors are kept locked to ensure there is no unauthorised access and the children cannot leave unescorted.

There is a valid gas certificate available, and the child minder has a fire blanket, which was wall mounted after our visit. Fire drills are regularly undertaken and logged, however some are dated, some have just the month, there was no time recorded or indication of the exit used, and children were all grouped together for the month. Fridge and freezer temperatures are recorded daily, and smoke alarms and a carbon monoxide tester are in place.

The child minder provides good facilities for play and learning. The children can freely access all the play areas; this includes the kitchen/diner/living space, downstairs cloak room, toy store room, which younger ones can access under supervision, and the lounge for quiet activities and sleeping. The child minder stated that the garden was not in use due to the time of year, it was all enclosed with decking and Astro turf, and the child minder confirmed that the hot tub was empty.

The child minder ensures children have access to a range of good quality developmentally appropriate play and learning resources, which meet their needs. This included arts and crafts, playdough, games and puzzles. A travel cot could be set up in the lounge, and there was a step up stool in the bathroom to promote independence, an activity seat and pushchair were available and the child minder confirmed she had appropriate car seats.

4. Leadership and Management

Good

Summary

The child minder is well organised overall, and manages her service appropriately. She is clear about her responsibilities and offers a service, based on the needs of the children. However, some minor improvements are needed in this area.

Our findings

The child minder is mostly effective in the leadership of her service. The child minder has a statement of purpose in place. However, it, and other policies refer to CSIW, or CSSIW, the old acronyms for the inspectorate which is now CIW. The child minder has records such as contracts and child information forms which, of the sample seen, have been signed by both parties. The child minder had a good range of policies and procedures in place, including a safeguarding policy, which includes Prevent, General Data Protection Regulation and Information Computer Technology Information. However, it does not include contact details of social services, or what the procedure would be if there was an allegation against the child minder. She had children's accident and medication records. However, she did not have parental permissions for emergency medical treatment, or other permissions associated with the child minding care. Evidence was seen after the inspection that these have now been completed.

The child minder was mostly reflective of her service. She attends regular network training events. She was in the middle of completing her quality of care review and waiting for parents to return questionnaires. We saw some nice children's and parents questionnaires with no suggestions to improve noted. Thank you cards included lovely messages from children and parents alike. The child minder strives to make every effort with regards to her child minding practice, she took on board the CIW recommendations and acted promptly, in order to improve her service.

The child minder was fully aware of the number and age range of children she could care for, and records the children's actual arrival and departure times. The child minder ensures that she holds a valid Disclosure and Barring Service (DBS) certificate as did the other household members, and she agreed to notify CIW of a house hold member who no longer lives at the address. Public liability insurance was in place and valid. The child minder has a valid MOT, insurance and tax for her vehicle. The child minder provides parents with information on General Data Protection Regulation (GDPR); and is registered with the Information Commissioners Office (ICO). She had recently attended training in health and safety, risk assessments and fire safety.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We recommended that the child minder:

- does not use a communal nail brush or towels, as recorded in NHS Infection Prevention and Control for Childcare Settings;
- includes social services contact details in the safeguarding policy and the action to take if there is an allegation against her;
- accesses CIW's on-line notification system to remove the house hold member who no longer lives at the address;
- ensures the fire drill records have all the information needed; and
- ensures that all policies and procedures refer to CIW, and are dated when devised and reviewed.

6. How we undertook this inspection

This was a routine, unannounced full inspection to assess the child minder's compliance with the national minimum standards and regulations. One inspector visited the service on 14 January 2020 for a total of approximately four hours.

We, CIW,

- had discussions with the child minder about her service;
- observed the children and the care which they received;
- talked to the children present;
- looked at a wide range of records as detailed in the report;
- inspected the premises; and
- gave verbal feedback by telephone on 17 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	Helen Jones
Registered maximum number of places	10
Age range of children	0 – 12 years
Opening hours	Monday to Friday 7:30am – 5:30pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	21 March 2016
Dates of this inspection visit	14 January 2020
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 children who use or intend to use their service. We recommend that the child minder considers Welsh Government's 'More Than Just Words' strategic guidance for Welsh language in social care.
Additional Information:	

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