



Childcare Inspection Report on

Lynda Williams

Bridgend



Date Inspection Completed

27/11/2019

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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

Lynda Williams was registered as a child minder in 1998. She cares for a maximum of six children aged under 12 years from her home in Pencoed. The service operates Monday to Friday and offers before and after school care only. The main language of the service is English.

Summary

1. Overall assessment

Overall, Care Inspectorate Wales (CIW) found that children are settled and happy at this service. They enjoy a good variety of play activities with the child minder, in her home and the local community. Children are cared for by an experienced child minder who provides them with a suitable and comfortable environment. The management of the service is adequate.

2. Improvements

None.

3. Requirements and recommendations

We have advised the registered person that improvements are needed in relation to the statement of purpose (regulation 15), records to be maintained (regulation 30) in order to fully meet the legal requirements.

We have not issued a non-compliance notice on this occasion, as this did not significantly impact on the children attending. Compliance for this notification will be checked at the next inspection.

We have made further recommendations, which are detailed at the end of this report.

1. Well-being

Good

Summary

Children are settled and have a good relationship with the child minder. They enjoy a good variety of play activities with the child minder, in her home and in the community.

Our findings

Children have opportunities to make choices and decisions. For example, children helped themselves to the toys available and asked for some games from the cupboard. Children chose what snack they wanted and had a choice of whether they wanted a banana or not. Children decided where they played and what they played with.

Children were happy, settled and relaxed. They had developed good relationships with each other and the child minder. Interactions between them all were very positive. Children confidently chatted to the child minder and asked her or each other for support. For example to tie an apron or to put a light on. Children were interested and engaged in their play and they played relatively well together, taking turns with the game and sharing the tablet to draw their individual pictures.

Children enjoyed a selection of appropriate opportunities indoors and outdoors and they could also relax and have quiet times. Children followed their own interests and enjoyed the activities on offer to them. They became excited when they explored the house, looking for and counting the Christmas decorations. We heard lots of giggling and they were obviously having a lot of fun. Children particularly enjoyed the craft activity and the games on offer to them. Children told us that they also visited the parks and particularly enjoyed the puzzles and crafts whilst at the child minders.

Children had good opportunities to develop their skills. They enjoyed the activities on offer and further developed their all-round skills. For example, they talked about their day at school, their favourite snacks and socialised together whilst eating at the table. We heard children count during the games played and saw a young child independently write their own name. The child minder told us that they had previously visited an airport and a train station as children attending had a keen interest in aeroplanes and trains. Children showed us the Christmas cake that they had been involved in making and enthusiastically told us about the ingredients and how they had made it. Children visited the toilet independently, poured their own water and buttered their crumpet or crackers themselves.

2. Care and Development

Good

Summary

The child minder is very experienced. She knows the children in her care well and promotes their health and safety.

Our findings

The child minder had a general understanding of her role in relation to keeping children safe and healthy. She knew who to report any child protection concerns to and she had attended child protection training. The child minder followed good hygiene procedures. She encouraged children to wash their hands before and after snacks, and after toilet visits but we did not see her wipe down the table before use. She provided individual flannels for the children to dry their hands. She gave children safety messages, such as to be careful and not to climb whilst searching for the Christmas decorations.

The child minder set a good example when using behaviour management techniques, speaking calmly and politely to the children. She recognised and intervened when necessary to deal with minor sharing issues, which the children responded well to. The child minder calmly gave an explanation and reminded children that they must take turns and share. She praised the children with 'well done' and gave a 'high five' when they responded well.

The child minder has a positive relationship with the children in her care. She knew them well and was responsive to their needs. For example, when a child needed a step up stool to butter their snack or support to complete the game. She did not currently maintain developmental records for children in her care. The child minder encouraged children's development and independence well. She encouraged children to do things for themselves and promoted children's development by involving them in creating Christmas cards, counting, writing, spelling and colouring. She had completed a Welsh language course and told us that she promoted some basic Welsh words, however, we did not hear the language being used throughout our visit.

3. Environment

Adequate

Summary

The child minder provides a mainly safe and secure environment. Risk assessments were adequate. The children have access to various areas for play opportunities. The child minder provides a good range of toys and equipment.

Our findings

The child minder ensured that her service was mainly safe and secure. She locked the main door and made the areas used for child minding safe. She had completed risk assessments, however, they were not entirely effective, as they were brief and had not identified the risks and how to reduce or eliminate them. The child minder did not have a risk assessment for transporting children in her vehicle. She told us that she had safety equipment such as fire guards and gates, however, they were not in place as she was minding children aged over 4 years. She did not currently use her rear garden for child minding purposes. The heating test certificate was valid and she had practiced and recorded fire drills and had a fire blanket, however, it was not wall mounted. Prior to the publication of this report, the childminder confirmed that the fire blanket had been wall mounted. A visitors' book was in place, however, the child minder told us that she had not recorded the actual date and times of when extended family were present during child minding hours.

The child minder ensured that the premises were welcoming. They were clean, warm and comfortable. There was sufficient space and facilities to meet the children's needs and for them to play, rest and explore. Children had access to the ground floor rooms only, such as the back lounge, hallway, kitchen and dining area and cloakroom toilet.

The child minder ensured that children had access to equipment and toys that were appropriate for their ages, needs and development. Items viewed were clean and in good condition. A selection was easily accessible to the children and additional items were stored in the cupboard. We saw educational items, vehicles, craft items, characters, games, rainbow gadget, puzzles and jigsaws. She also had various equipment such as a step up stool and car seats. The child minder told us that she had celebrated some festivals such as Christmas, Easter and Chinese New Year, where children had fortune cookies and coloured pictures.

4. Leadership and Management

Adequate

Summary

The child minder manages her business adequately. She reviews her service and has good partnerships with the parents and the local community.

Our findings

The child minder had a statement of purpose; however, it did not contain all the required information to fully meet regulations. It did not contain her name, address and the age range of children she cared for. This had also been highlighted at previous inspection. There was a range of policies and procedures available, however, they were not all fully compliant with regulations and some were very brief and she had not dated them for validity. The child minder did not have a lost child/child not collected policy, confidentiality policy and a General Data Protection Regulations (GDPR) policy. She maintained children's records, such as permission forms and contracts but the contracts had not been reviewed since 2015/2016 and one contract had been completed for siblings. She had an attendance register but did not always consistently record the children's actual attendance times. The child minder had documentation to record accident, incidents and medication; however, she told us that she had not needed to use these records for some time. The public liability insurance certificate was valid as well as the vehicle documentation.

The child minder had a self-evaluation system in place and she had produced a report for 2019. However, it did not contain any feedback from service users. She had questionnaires for parents to seek their views and she had received positive feedback. The child minder told us that she would consider undertaking further courses in the future.

The child minder had numerous years of experience of caring for children. She has a valid first aid training, child protection and food hygiene certificates. She had also attended a Welsh language training course, autistic spectrum training, a health and safety course and completed training for risk assessments in a child care setting. The child minder told us that she would consider completing a quality assurance course in the future. The child minder's and all adult household member's Disclosure and Barring Service (DBS) certificates were valid.

The child minder told us that she has a positive working relationship with parents and provided regular verbal updates as well as sending photographs and messages via 'whats app'. She told us that she would be holding a Carol service with the children and parents so that they could cut the Christmas cake, which had been made with the children. The child minder told us that she often takes children to local parks, Margam Park, beaches, the library and the local community and also takes part in charity events such as the 'The Giving Tree' where they buy and wrap a presents for children residing at refuges.

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 provider should:

- ensure good hygiene practises are followed at all times;
- ensure that risk assessments identify all risks and how they are reduced or eliminated and ensure that a risk assessment for transporting children in her vehicle is included;
- ensure that records are kept when extended family members are present during child minding hours;
- further promote multi-cultural awareness and festivals;
- ensure that all policies and procedures are comprehensive and contain all the required information and they are dated for validity and review purposes;
- devise a confidentiality policy and a General Data Protection Regulations (GDPR) policy;
- review children's contracts and complete one per child;
- ensure that the attendance register is consistently and fully completed at all times and;
- ensure that parents and children's views are incorporated into the quality of care report.

6. How we undertook this inspection

This was a full, short notice, announced inspection undertaken as part of the normal schedule of inspections. One inspector visited the service on 27 November 2019 for approximately three hours. We:

- inspected a sample of documentation and records;
- observed practice;
- spoke to children and the child minder and
- provided detailed feedback to the child minder on 2 December 2019.

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	Lynda Williams
Registered maximum number of places	6
Age range of children	Under 12 years
Opening hours	Monday to Friday before and after school care only
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	29 February 2016
Dates of this inspection visit(s)	27 November 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 children who use, or intend to use their service. 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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