



# Childcare Inspection Report on

**Christine Giffard**

**Swansea**



**Date Inspection Completed**

03/07/2019

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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

Christine Giffard is registered with CIW to care for up to six children at her home in Swansea. The child minder provides care for children between the ages of 0 – 12 years and operates Monday to Friday to Friday between 7.00am and 5.30pm. The service is provided through the medium of English with some incidental Welsh.

## Summary

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

### 1. Overall assessment

Children who are cared for by the child minder are happy and well settled. They interact well with each other and can be assured their voices are heard. The child minder has a good understanding of the regulations and the national minimum standards and evidently enjoys her role. She meets children's individual needs promptly and ensures they are safe at all times. Parents and children are very happy with the care provided.

### 2. Improvements

Since the previous inspection, the child minder has purchased a new shed to store outdoor play equipment in the garden.

### 3. Requirements and recommendations

We have made some recommendations in relation to leadership and management and care and development. These are details at the back of the report.

# 1. Well-being

**Good**

## **Summary**

Children have a good voice and feel safe and happy at this service. They interact well with each other and are curious and confident. Children have a good relationship with the child minder and are able to make choices. They enjoy their play and learning and have opportunities to develop their independence.

## **Our findings**

Children are happy and settled at the service. Children can be assured their voices are heard. This is because they are able to choose where they play and with what, for example young children happily pulled out toys from the toy box as they wanted to. They shook their head when they were offered more food; a sign they did not want any more. Older children told us they just enjoyed chilling on their phone after school and didn't have to do anything they did not want to. A child told us they had particularly liked a new snack that he had tried at the child minder and has asked her to buy some more. He smiled as he said that the child minder always makes sure they are available for him now.

We saw that children had a good relationship with the child minder and, they were confident and relaxed with her. We heard older children chat about their school day. All children interacted well, and were eager to share their stories with us. Children used manners at all times, and we heard children say 'please' and 'thank you'. Children happily chatted to us and were curious about why we were there. Children happily went off to play when left by their parents.

Children chuckled and giggled as they played with their toys, and snuggled in when they were cuddled by the child minder. They laughed as they played 'pee-po' after finishing their lunch. Children enjoyed dancing to musical toys and pressed the song repeatedly to listen to it. Older children needed reminding about waiting for one child to finish speaking before interrupting their conversations.

Older children used the toilet independently and younger children fed themselves dinner time. Babies were encouraged to be independent but were also supported by the child minder. Older children listened well to road safety instruction when walking back from school and stayed close to the child minder.

## **2. Care and Development**

**Good**

### **Summary**

The child minder is mostly effective at keeping children safe and healthy. She has a good understanding of child protection procedures. She manages children's interactions in a kind and caring manner and promotes their learning and development sufficiently, providing a good range of activities for them.

### **Our findings**

The child minder was confident with the procedure to follow in relation to safeguarding. The policy did not include relevant contact numbers for making referrals. She was fully aware of her duties and responsibilities to report concerns. She was not familiar with the radicalisation and prevent duty guidance. She ensured that she took children on daily walks as she did the school pick up by foot. The child minder did not provide meals, and children brought their own lunchboxes. She ensured that snacks provided were healthy and consisted of fruit, crisps or breadsticks. Water was available throughout the day for all children. We heard the child minder give children safety messages to children when walking from school; "walk close to me please" and "is there a car coming, check before crossing". Children did not wash their hands before meals and snacks, but their faces and hands were wiped with individual towels after meals.

The child minder managed interactions well and interacted positively with the children, and she was calm and caring. She praised children for their positive behaviour and the ones who showed empathy towards each other. The child minder thanked the children for saying 'please' and 'thank you'

The child minder promoted children's play, learning and development well. She sat on the floor with the children and facilitated their play by naming colours, shapes and numbers. The child minder told us that activity planning was ad hoc and depended on who was in on certain days, and their age and abilities. The child minder told us that she was aware of the children's needs such as their allergies, preferences and dietary needs. The child minder ensured children slept for the amount of time instructed to by parents and we saw her wake children who needed to be woken.

### **3. Environment**

**Good**

#### **Summary**

The child minder provides a safe, warm and homely environment. There is suitable space for children to play, rest and explore. She has a good selection of resources and appropriate furniture and equipment for children.

#### **Our findings**

The child minder ensured that the premises was safe at all times and the front and rear entrances were locked at all times. At collection time, parents and carers had to be let in by the child minder. The child minder had undertaken visual risk assessments for all areas where children had access to. The heating test certificate was valid and fire drills had been regularly undertaken and recorded. The child minder had placed safety gates at the bottom of the stairs and between the kitchen and playroom. Children did have access to a small outdoor area, but the child minder ensured regular walks to the park and play areas were undertaken.

The child minder ensured that the premises both indoors and outdoors were welcoming and child friendly. There was sufficient space and facilities to meet the children's needs, for play, quiet time and physical play. Children had access to the play room, kitchen, and bathroom. Younger children slept in a travel cot in the lounge or in a pushchair in the hallway. Toys were stored in boxes, and some were at low level to enable children to help themselves.

The child minder ensured that children had access to a suitable range of toys and equipment. Children sat at the dining in the kitchen for meals and snacks, and highchairs were available for younger children. We saw resources such as blocks, books dolls, pushchairs, puzzles, small world play, arts and crafts and board games. Older children told us they enjoyed colouring in and doing craft activities. Items viewed were clean and well maintained.

## **4. Leadership and Management**

**Good**

### **Summary**

The child minder is very experienced and has good record-keeping systems in place. She enjoys her job and her enjoyment is evident when she is with the children in her care. She manages her business effectively and is mostly in line with the national minimum standards and regulations. The child minder has very good partnerships with parents and other child minders.

### **Our findings**

The child minder had a statement of purpose in place which needed amending to include contact details. The child minder had a comprehensive file of policies and procedures which were updated annually. However, the safeguarding policy did not include contact numbers for making referrals or seeking advice. The child minder was organised and provided the documentation and paperwork required with ease. Visitors' logs were recorded in the daily book and we saw children's attendance records. All accident and medication logs were recorded in a logbook and all parents had contracts in place for all children.

The child minder had a self-evaluation system in place, and the latest report was summer 2018. The review included feedback from parents and children, all of which were very positive and complimentary of the service.

The child minder had many years' experience of working with children and was fully aware of the maximum number of children that she may care for at any one time. She ensured that valid Disclosure and Barring Service (DBS) certificates for all adult household members were in place. The child minder had completed all the core training such as safeguarding, first aid and food hygiene. The public liability insurance certificate was valid.

We heard the child minder share information about the children's time with parents at collection times and was very positive and kind. The child minder told us she takes children on outings to parks, wooded area walks, beach, play bus and library. She has good partnerships with other child minders in the area, and they meet up occasionally for meetings to discuss regulatory changes or updates. Parents told us that they are kept informed about their child through text messages, which is especially reassuring if the child has been upset.



## **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

- Updates the safeguarding policy to include relevant telephone numbers;
- complete the 'Prevent Duty' training course;
- update the statement of purpose to include contact details and
- ensure that all children wash their hands before meals and snacks.

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

This was an announced full inspection undertaken as part of our normal schedule of inspections.

One inspector visited the service on 3 July 2019 for approximately five hours. We:

- inspected a sample of documentation and policies;
- observed practice;
- spoke to children, parents and the child minder and
- provided detailed telephone feedback to the child minder on 9 July 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	Christine Giffard
Registered maximum number of places	10
Age range of children	0 – 12 years
Opening hours	Monday – Friday 7.00am – 10.30pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	10 December 2015
Dates of this inspection visit(s)	03 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 and cultural needs of people who use, or may use, the service. However, incidental Welsh is used.
Additional Information:	

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