



Childcare Inspection Report on

Hilary Walters

Llantwit Major



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

Hilary Walters is an experienced and well established child minder who has been registered with Care Inspectorate Wales since 1987. She is registered to provide care for up to six children up to 12 years old from her home in Llantwit Major. She operates between 8am and 6pm Monday to Friday and the service is provided 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 enjoy a wide range of play opportunities. They are happy, settled and confident. Children have very strong bonds of affection with the child minder. The environment in which care is given is bright, safe and clean. There is an outdoor area for children to explore. Good relationships have been formed with parents. The child minder manages her business appropriately and generally keeps abreast of contemporary developments.

2. Improvements

The child minder has actioned most of the recommendations made during the last inspection.

3. Requirements and recommendations

We have advised the registered persons that improvements are needed in relation to hazards and safety (regulation 25) in order to fully meet the legal requirements. Unnecessary risks in the outdoor area had not been identified and so far as possible eliminated. A notice has not been issued on this occasion, as there was no immediate or significant impact for children using the service. We expect the responsible person to take action to rectify this and it will be followed up at the next inspection.

We made some recommendations and those have been included at the back of the report.

1. Well-being

Good

Summary

Children are well settled and happy at the service. They told us that they enjoy coming to the service, playing with their friends and doing activities such as cooking, arts and crafts, going on trips as well as playing in the outside area. They express themselves and are confident that non-verbal clues are recognised and acted upon. They interact well with each other and have warm relationships with their carer.

Our findings

Children had a strong voice; they confidently expressed themselves and they know that they are listened to. Children confidently expressed their wishes and made choices. Children have many opportunities to initiate their own play and to influence their tasks and activities. For example, a very young child wanted to play with a tent and after it was brought out, the child said 'It's a tent. It's amazing. I like it'. They also freely choose how they spent their time.

Children feel safe and relaxed and have very positive attachments with the child minder. The children present felt safe and happy to attend, as they were calm and settled. Older children told us that they enjoyed coming to the child minder. Children were well behaved and conversed happily with each other and with adults. Children enjoyed chatting animatedly together and with the child minder which showed that they were keen to share information others. Older children are very caring towards younger children in the garden and mutually respected each other. In the children's questionnaires, which had been completed as part of the quality of care review, one child said that they enjoyed playing card games and writing in a notebook and also said that they 'would love it if I could come more often'.

Children interact positively with each other and with the child minder. They comply well with rules of socially acceptable behaviour. Children developed their language through their play and their social skills were developing well as they had plenty of opportunities to converse and develop their thinking. We heard older children conversing and providing their opinions on what they had done in school.

The children had regular opportunities to go on trips to the soft play centre and playgroups. Older children were very independent and younger children were developing their independence skills. Children showed good independent skills whilst playing and were adventurous. At mealtimes, children were able to have more food if they wished and were able to eat independently. We also saw children independently wiping their faces after eating.

2. Care and Development

Good

Summary

The child minder ensures that she provides children with a warm and nurturing service. The child minder manages interactions consistently and calmly. Children's needs are met and regular discussions happen between the child minder and parents.

Our findings

The child minder has a satisfactory understanding of her role and responsibilities in relation to child protection and generally knew the procedures to follow if she had concerns. However, she has not had formal training for some time. The child protection policy did not include the procedures if an allegation is made against the child minder.

Children are kept safe and healthy with appropriate hygiene procedures and regular physical activities. Children washed their hands before eating. The child minder had a fire evacuation plan in place and the child minder checked smoke alarms regularly. In the main, she conducted quarterly fire drills. However, the fire drills had not been recorded. Children were provided with balanced meals and a range of healthy snacks and drinks including fruit and vegetables. Children were also able to bring their own food.

The child minder recorded incidents and accidents and also recorded medication. However, previous doses and times were not recorded although the child minder told us that she would always discuss with a parent before administering medication. The doors were locked and safety gates were in place.

The child minder sought parental permissions for specific activities including outings and car journeys, use of paediatric paracetamol, first aid, plasters, antiseptic cream and photographs.

The child minder generally plans on an ad hoc basis and follows the voice of the child. She does not record children's achievements to help plan the next steps for the children's play, learning and development. The child minder took children to child minder groups, the library and shopping.

Children are given opportunities to be active, indoors and out, as well as time to relax. Positive relationships are built with children and their parents to facilitate a good understanding of individual needs and home circumstances.

3. Environment

Adequate

Summary

In the main, the environment is safe, clean and secure. There is a broad selection of good quality play equipment and resources. The child minder provides suitable, age appropriate toys for the children and ensures that the environment is warm and welcoming. There is an enclosed outdoor area for children to explore. However, the outdoor area had not been risk assessed.

Our findings

The environment is generally safe and secure and meets the needs of children attending. The child minder had risk assessed the premises, which included a pet risk assessment. However, on the day of the inspection, some possible risks were apparent on the trampoline and climbing frame and they had not been risk assessed. For example, there was bird faeces on the climbing frame that children used.

Children had access to a downstairs cloakroom, play room, lounge and garden. There was an enclosed, outdoor area which included a lawn and patio. The outdoor resources included a range of toys and resources in the shed and also included a trampoline, swings, seating area and a climbing frame.

Children were able to eat their food either by the table in the kitchen or outdoors on a table. On the day of the inspection we saw a child enjoying their hot meal in the garden in a shaded area. Children were able to independently access the toilet.

Many resources were stored in cupboards and outdoors in sheds. Toys and resources were within easy reach once they had been brought out for the children. Resources included doctors set, kitchen utensils, musical instruments, puzzles, dress up, books, craft boxes. All areas were clean and well maintained.

4. Leadership and Management

Adequate

Summary

Overall, we found that the service was reasonably well managed by the child minder. Basic policies and procedures are available and had been recently reviewed. Self-evaluation shows that improvements are made and takes into account parent and children's views. Partnerships with parents and others are effective and benefit children and their families.

Our findings

The child minder adheres to staffing ratios and has a good contingency plan in place to cover absence. The child minder's attendance registers showed that the child minder worked within her registered numbers by caring for fewer than six children under the age of 12 years at any given time.

The child minder had a Statement of Purpose in place but it needed amending slightly in order to fully comply with regulations. During the inspection process, we received a new and updated Statement of Purpose from the child minder. There were basic policies in place and these had been reviewed recently.

The child minder had not notified CIW of a change in household members. This was forwarded during the inspection process. Parents had confirmed that they had read and agreed with policies on complaints, child protection, behaviour management, and the procedures in event of a fire, exclusion due to illness, lost or not collected child. The child minder had recently conducted a review of the quality of care and had written a report in July 2019. Parents were very complimentary of the service.

The child minder had fostered very good relationships with the children and their families. The child minder ensures that she asks parents about their child's preferences, needs and abilities before they start in order to ensure the best possible care for the child. The child minder also discusses the children's wishes either through discussions with the child or with the parents and child. She verbal discussed with parents their children's day at the service when they came to collect the children. The child minder ensured that confidential data was locked away.

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:

- Ensures that outdoor safety checks are effective and regular;
- follows the new Welsh Government Food and Nutrition policy;
- updates her child protection training and policy;
- records previous medication doses and times;
- ensures that fire drill is recorded and
- further develops the planning.

6. How we undertook this inspection

The inspection took place on 10 July 2019. This was an inspection as part of the planned schedule. one inspector carried out the inspection;

- we made general observations of the interactions between the child minder and the children attending the service and we spoke to the children;
- we received two questionnaires from parents which was sent to us after the inspection;
- we viewed records and documents including: the attendance register, children's contracts and development records, policies and procedures, accident and incident records, medication records, the service's statement of purpose, maintenance certificates; and
- we performed a visual inspection of the rooms/outdoor areas that the children have access to.

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	Hilary Walters
Registered maximum number of places	6
Age range of children	Up to 12 years old
Opening hours	8.00am - 6.00pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	20 October 2015
Dates of this inspection visit(s)	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.
Additional Information:	

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