



# Childcare Inspection Report on

**Kate Osborne**

**Caerphilly**



**Date Inspection Completed**

22/10/2019

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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

The child minder is registered with Care Inspectorate Wales to care for six children under 12 years of age. Her home is a well maintained detached property in a quiet residential area of Caerphilly which she shares with her husband and grown up children. The ground floor is used for child minding. Children also have access to a large, secure garden. 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>	Good
<u>Leadership and Management</u>	Good

### 1. Overall assessment

Children are encouraged to communicate their wishes and feelings and have a voice. The child minder has very good relationships with children, who present as relaxed and happy within their environment. Resources and planned activities are plentiful and of a good quality. There are effective, clear procedures to ensure children are kept safe and healthy and that the service operates effectively.

### 2. Improvements

The child minder has addressed all of the recommendations raised within the previous inspection;

- Maintained up to date Disclosure and Barring Service (DBS) safety checks for all adults living within the household;
- undertaken an annual quality of care review of her service;
- obtained written parental permissions to apply sunscreen and to take photographs;
- maintained her paediatric first aid training;
- devised a nappy changing policy and
- has public liability insurance certificate.

### 3. Requirements and recommendations

There were no non-compliance issues identified within the inspection. We have made some recommendations regarding some elements of record keeping and these can be found in section 5.2 at the end of this report.

# 1. Well-being

Good

## Summary

The service is child focused and children are encouraged to communicate their wishes and feelings. Children are settled, secure and happy and their well-being is promoted through fun and stimulating activities.

## Our findings

Children's opinions and wishes are listened to and they are given time and opportunity to make choices and are supported when needed in their chosen activity. Children have good opportunities to follow their interests by having a varied selection of activities and resources available to them. We saw that two older children chose to paint Halloween sun catchers and when younger children were present they chose to play with a range of small world resources as the child minder had made them easily accessible knowing that they were the child's favourite toy. Children are consulted with on a daily basis and more formally within questionnaires to inform the annual quality review.

Children are happy and settled. They have formed secure attachments with the child minder and understand the routines in place. Good social skills are encouraged and we saw children demonstrate good manners and be respectful and kind to one another. Older children sat happily together chatting and painting, including the child minder in their conversations. They were confident to speak with the inspector and comfortable within the environment. We saw younger children play co-operatively and were clearly developing a good understanding of sharing and turn taking.

Children really enjoyed and benefitted from the play opportunities and experiences. All the children engaged well in activities. Older children demonstrated good levels of concentration and motivation, and pride when completing their art projects. Younger children played well with train sets making up stories and different scenarios for their play.

Children's development, learning and independence are promoted well by the child minder. Children knew to wash their hands and kept their paints and craft materials organised and helped tidy resources away when they had finished using them. Resources were accessible from neatly stacked boxes within the utility room and the child minder told us that children were encouraged to choose what they wanted to play with. Children also had easy access to a ground floor cloakroom so that they could access facilities independently.

## **2. Care and Development**

**Good**

### **Summary**

The child minder is appropriately qualified and experienced in caring for children. She is enthusiastic, well organised and encourages children in their learning and development. She has good systems in place to keep children safe and healthy. Activities and resources are well organised in order to meet all of the children's individual needs.

### **Our findings**

The child minder is well qualified and has appropriate policies and procedures in place to meet the needs of children in her care. She has undergone safeguarding training and has a clear understanding of her responsibilities. 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. She explained that she altered routines to, for example, accommodate toilet training. Fire drills with children are conducted monthly so that they know what to do if they need to leave the house in an emergency, although further information would strengthen these records. We saw that good hygiene was promoted with children. She had appropriate procedures in place to deal with accidents, incidents and the administration of medication. We viewed the accident/incident records and noted no injuries had been recorded for some time. In discussion the child minder told us that she is very careful and pays very close attention to children in her care. The child minder has a paediatric first aid certificate and is confident to administer first aid. One parent we spoke with told us that they were very happy with the care the child minder had given to their children. The child minder does not provide food but ensures that parents provide a healthy varied diet for their child and she promotes daily outdoor activity so that children's physical development is supported.

The child minder manages interactions very effectively with children and adopts a positive approach to encourage children's social interactions with their peers. Positive feedback and praise are used to support children's behaviour and understanding. 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 through her interactions with them.

The child minder is able to promote children's play and learning and meet their individual needs. She undertakes an initial assessment of pre-school children starting at her service and then observes children in order to plan around their individual needs. We saw that she supported learning through identifying things children were interested in. For example, she made available train tracks and construction blocks, introducing concepts such as 'over',

'under', 'bigger', 'smaller' during conversation with a young child who confidently said of a bridge they were building together 'No gaga, it's too big!'. 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. Children are encouraged to recycle and we saw multi-cultural resources and were told about the variety of festivals, such as Chinese New Year, that are celebrated, to support children's understanding and acceptance of the society in which they live.

### **3. Environment**

**Good**

#### **Summary**

The child minder ensures the environment is safe and stimulating for children. There is enough space for children to play, explore and relax. The overall atmosphere is calm and well organised. The home is well maintained with resources and equipment easily accessible to children and of a good standard.

#### **Our findings**

Procedures are followed to promote children's safety. Care and attention is given to ensure all legal requirements are met in relation to the upkeep and maintenance of the home. We noted that a visitor's book was kept and that the front door was securely locked throughout the inspection. Risk assessments for the premises are maintained and reviewed regularly and daily risk assessments/visual checks are completed for all areas used by the children and for trips off the premises. The child minder sets up the play environment to be fun and stimulating before children arrive and the environment, equipment and resources were seen to be very clean and of very good quality. Safety gates, first aid equipment, fire blankets and smoke sensors were all in place to meet the needs of the children. Although there were no locks on kitchen drawers and cupboards the child minder explained she had taken into account the children's ages and their abilities and risk assessed this situation in relation to the children currently attending her service. 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 the kitchen for meal times, table top activities and messy play and the living room for construction, small world, reading books and relaxing. The child minder explained that she also had a large amount of outside play equipment but that this had been stored away for the winter. However, she stated she ensures children have access to outside play and physical activities by visiting lots of local community facilities such as parks, play groups and soft play centres. Children are supported in line with their age and stage of development to use the bathroom on the ground floor where they have access to their own individual towels to prevent cross infection. High chairs are available for younger children.

Children have access to a wide range of good quality resources and equipment. The child minder checks equipment regularly and discards any that are unsafe, old or worn. We heard her consulting with older children regarding what art resources they preferred and explained to us that she had recently purchased a range of dinosaur play toys as this subject was of particular interest to one child.



## 4. Leadership and Management

Good

### Summary

The child minder is well organised and operates her service effectively with procedures in place to annually review the service and plan for improvements. The child minder has very good relationships with parents and values the communication to share information and promote children's development. Policies, procedures and daily records are well organised but some aspects of the service's paperwork could 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. Policies and procedures are clear and reviewed annually although the complaints policy did not have a procedure for children aged over eight. The child minder has a good understanding of her child protection responsibilities but her policy needs to include what actions she would take should an allegation be made against herself or a member of her family. Although she had a 'Radicalisation' policy she could further strengthen her practice through undertaking training on 'Prevent' to ensure she has a thorough understanding of these issues.

The child minder has effective systems in place to evaluate her service so that she can plan for continual improvements both within the setting and around individual children. For example, her most recent review highlighted that a new car seat was needed to accommodate children as they grow. Children and parents are frequently consulted and we saw their feedback within questionnaires demonstrating a high level of satisfaction with the service. We also heard her asking older children if they were enjoying the craft activity they were undertaking and discussed with them potential alternatives that she could get for future activities.

The child minder works on her own but has identified an emergency child minder as back up. She is motivated to ensure all mandatory training is up to date and that her service exceeds National Minimum Standards. She ensures that all persons who have reached the age of 16 and who live on the premises have a current Disclosure and Barring Service (DBS) certificate. We saw that she organised her service so that it was set up and resources were ready as soon as children arrived.

The child minder has a close working relationship with parents and there are good lines of communication. This was confirmed by the parents we spoke with. We saw that communication with parents when picking their children up was clear and informative and the child minder also uses text and photographic updates throughout the day to update parents. The child minder has shared information with parents regarding General Data

Protection Regulations (GDPR) but had not yet checked whether she needs to register with the Information Commissioner's Office.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

None

### **5.2 Recommendations for improvement**

- Undertake 'Prevent' training;
- review safeguarding policy so that it identifies what procedures will be undertaken should an allegation be made against the child minder or a member of her family;
- review complaints policy to include procedures for children aged 8+ and specify timescales for local resolution as specified in regulations and
- check with Information Commissioner's Office whether her service needs to be registered with their organisation.

## 6. How we undertook this inspection

This was a full inspection undertaken by one inspector as part of our normal schedule of inspections. It was conducted over a period of two days for approximately four and a half hours so that the care of both pre-school and after school children could be observed. Evidence for the information held within this report was gathered via:

- observations of care practices, interactions between the child minder and children and of the activities undertaken;
- discussions with the child minder;
- 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;
- reading documentation held by CIW and
- providing feedback to the child minder at the end of the second session.

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	Kate Osborne
Registered maximum number of places	6
Age range of children	Under 12 years
Opening hours	7am-6pm Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	Friday, 19 June 2015
Dates of this inspection visits	21 and 22 October 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:	

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