

Childcare Inspection Report on

Sylvia Bowen

Barry



Date Inspection Completed

09/03/2020

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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

The child minder is registered with Care Inspectorate Wales (CIW) to care for 6 children under the age of 12. She operates from her 3 bedroom, semi-detached family home in Barry. Child minding is offered Monday to Friday, 8am to 5.30pm. Care is provided through the medium of English, with incidental Welsh. During the inspection the childminder was caring for two children under 9 years of age.

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

Summary

1. Overall assessment

Overall, children are cared for by an experienced child minder who provides a good standard of care and promotes their well-being well. Children are very happy and have formed close bonds of affection with the child minder. Children can make independent choices and benefit from the child friendly environment which promotes play, learning and development. The home is safe, well maintained and both the indoor and outdoor areas provide activities that are suitable for the children. The childminder manages her service very well and uses clear procedures to ensure children are safe and their health is promoted. The child minder works closely with parents to ensure children are very well supported.

2. Improvements

The childminder has made a number of improvements since the last inspection in May 2015. These include:

- reviewed and update policies and procedures, and
- refurbishment of the kitchen area and installation of new boiler.

3. Requirements and recommendations

There were no non-compliance issues identified at this inspection. Some minor recommendations are outline within the body of the report and summarised in section 5.

1. Well-being

Good

Summary

Children's well-being is promoted and they are encouraged to make choices and decisions about their care. They have a voice and are secure, happy and comfortable at this service. They develop confidence and independence, and their individual needs are prioritised.

Our findings

Children make appropriate choices because they are aware of the options available to them. They are confident to make independent decisions and express their opinions. We observed them decide what food they wanted for tea and choosing the resources they wanted to play with after school. For example, one child decided to play an interactive game on a computer which they told us was their favourite thing to do at the childminders along with football. The second child spent most of their time in the playroom, enjoying making meals and serving food from the play kitchen to the childminder.

Children are comfortable and familiar with the childminder who they are very fond of. They are extremely settled and familiar with the routines in the childminders home which gives them a sense of security and belonging. For example, the younger child was very confident to show us around and excited to point out all the toys and resources in the playroom. Children receive lots of praise for achievements and given extra support when needed by the childminder which promotes their self-esteem and confidence.

Children are polite, share and learn how to play together and make friends at the childminders. They are highly praised for using good manners and being kind and sharing. The children were very well behaved and there was a very relaxed and calm atmosphere at the service.

Children are developing with a child minder who has many years of experience of caring for children. Children enjoy a good variety of activities and resources on offer which are suitable for their age and stage of development. They are encouraged to wash their own hands and the younger child was very happy to help tidy up the resources between activities. Children are able to spend time outdoors in the large garden area and are given opportunities to decide what trips or days out they would like. For example, we were told that they really enjoyed the recent visit to Cardiff museum to see the dinosaurs and the large fun day event arranged by a number of childminders in a local hall.

2. Care and Development

Good

Summary

The childminder provides children with care that is tailored to their individual needs. She is very experienced and has a good understanding and realistic expectations of the children in her care. She provides a good variety of play and activities, consistently manages children's interaction and children's development is promoted effectively. She helps children learn how to live a healthy lifestyle and plan activities and learning experiences to enable them to develop new skills.

Our findings

The child minder follows her policies and procedures to ensure the safety of all children in her care. The childminder has updated her safeguarding and prevent duty training in 2018 and there is a safeguarding policy in place. We discussed how this policy could be updated and further developed. She is confident to deal with accidents, incidents and understands how to administer prescribed medication safely. The childminder has updated Paediatric First Aid training in January 2018 and the accident/incident/medication records looked at were fully completed and signed appropriately.

The childminder prepares a good range of healthy meals and snacks which the children enjoy. She has a system to record children's allergies although allergens in food are not currently recorded. Appropriate hygiene routines are in place to promote children's health, including encouraging children to wash their hands at appropriate times using liquid soap. Fire drills are practised regularly to ensure that all children can evacuate the building in the event of an emergency. She is registered with Environmental Health and follows best practice guidance outline by 'Food better business for Childminders.'

The childminder is confident and uses positive strategies to manage children's behaviour. She is very experienced and has a good understanding of child development and how this affects children's behaviour. She follows her behaviour management policy and is a good role model. We saw her continually praise the children highly for politeness, kindness and being helpful.

The childminder provides responsive, nurturing care and has the training and experience needed to support children and help them develop new skills. She closely observes them during activities to establish their understanding and learning needs and this helps her to plan activities to help the children develop. We discussed how this planning could be further developed to include the ideas and interests of children. She explained that she promotes children's awareness of other cultures by celebrating festivals such as Diwali, Chinese New Year and Saint David's Day. She also has a small selection of multicultural toys and resources to promote children's understanding.

3. Environment

Good

Summary

The child minder's home is safe, secure, clean and welcoming. Unnecessary risks to children have been identified and as far as possible eliminated. Childminding takes place mainly on the ground floor with direct access to the outdoor area behind the house. It is well-resourced with a good variety of equipment and furniture.

Our findings

The childminder ensures that the environment is safe and understands her responsibility in relation to the safety and welfare of children. She has a good range of effective policies and procedure in place to support this. The door is kept locked at all times and children and visitors are signed in by the childminder routinely. Daily checks are carried out of the premises and all maintenance checks for the home and appliances have been completed. The childminder completes effective risk assessments and risks to children's health and safety are identified and where possible reduced or eliminated. Public liability insurance is up to date and safety equipment including smoke detectors and a fire blanket are available.

The childminders home is clean, warm and is furnished suitably so children can play and relax. She ensures the indoor and outdoor play spaces have a good range of resources and organised well so that children can move around the different areas confidently and freely. Resources for different types of play are easily accessible and the outside large enclosed garden area allows children to enjoy lots of physical play. The toilet areas are adapted for use by children and are well maintained, fresh and clean.

Resources provided by the child minder are well maintained and in good working order. The childminder told us that she carries out a deep clean of all toys and resources regularly. There is appropriate furniture for children to sit comfortably to undertake table top activities and eat their snacks. There is a variety of resources to suit all age ranges, including some multicultural resources, as well as those which reflect the wider society and promote equality, and a small selection of Welsh reading books.

4. Leadership and Management

Good

Summary

The child minder has good procedures in place and attention is paid to the regulations and national minimum standards to ensure the smooth running of her service. She was fully engaged in the inspection process, and committed to making any improvements discussed. The annual quality of care review has been completed to identify improvements. She works well with parents to ensure that children receive a good standard of individual care.

Our findings

The child minder's service is compliant with the Day Care Regulations and ensures she meets most of the National Minimum Standards (NMS). The childminder has a statement of purpose in place although some additional details are required to provide further clarity to parents of the service on offer. Contracts are agreed with parents and permissions for activities such as taking photographs are sought. We discussed the need to ensure that all areas of the forms are completed. Record keeping is organised and well maintained. We looked at a sample of records including registers, children's records and accident forms which were all completed appropriately.

The child minder has completed her quality of care review which contains the views of parents and children who use the service and a plan for action to improve the service. There are procedures in place such as a complaints policy which help to obtain additional feedback. This does not currently include details of how children can raise a concern. The child minder told us she had not received any complaints. We looked at some thank you letters and cards in which a child said, 'Thank you Sylvie, you are No 1 childminder.... It's very nice of you to care for me.'

The childminder follows timely and robust security checks in order to safeguard children. This includes updating all Disclosure and Barring (DBS) service checks for persons over the age of 16 years who live at the premises. The child minder does not employ an assistant and manages her time well. She keeps up to date with best practice and refreshes her training and skills regularly. She has a named childminder in place in the event of emergency cover being required.

The childminder works closely with parents to promote good outcomes for children. Information about each child's preferences and individual needs are sought before they start and updated as needed. This allows her to plan for each child's individual needs in partnership with the parents and carers. She provides parents with daily verbal feedback on the wellbeing of their child and stays in contact by phone, text or email as required.

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

None

5.2 Recommendations for improvement

- Update menu with information on allergens in line with Environmental Health's Food Standards and Welsh Government guidelines
- ensure all parts of children's contracts completed;
- update the safeguarding policy with more detail and prevent duty;
- update complaints policy with information on how children can raise a concern;
- further develop planning to include children voice and ideas;
- update the SOP in line with NMS, and
- further increase availability of Welsh resources

6. How we undertook this inspection

This was a scheduled inspection undertaken as part of our normal programme of inspections. One inspector undertook two visits to the service and spent time with the child minder and children in her care.

We used the following methods to gather evidence for this report:

- We reviewed all information held by CIW prior to our visit;
- we viewed all parts of the premises being used for child minding purposes;
- we observed the child minder's interactions with the children present;
- we spoke with children about their experiences using the service;
- we spoke with the child minder about how she operates her business;
- we examined a range of documentation, including, policies and procedures, risk assessments, contracts, accident, incident and medication records, attendance records, safety certificates and training certificates, thank you cards; and
- our findings were fed back to the child minder by telephone following the inspection

Further information about what we do can be found on our website:

www.careinspectorate.wales

7. About the service

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|---|---|
| Type of care provided | Child Minder |
| Registered Person | Sylvia Bowen |
| Registered maximum number of places | 6 |
| Age range of children | 0-12 years |
| Opening hours | Monday to Friday, 8am to 5.30pm |
| Operating Language of the service | English |
| Date of previous Care Inspectorate Wales inspection | May 2015 |
| Dates of this inspection visits | 5 and 9 March 2020 |
| 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? | 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 through the medium of Welsh. We recommend that the service provider considers Welsh Government's ' <i>More Than Just Words</i> ' follow on strategic guidance for Welsh language in social care'. |
| Additional Information: None | |

Date Published 03/08/2020

No noncompliance records found in Open status.