



Childcare Inspection Report on

Julie Roberts

Colwyn Bay



Date Inspection Completed

04/02/2020

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Description of the service

Julie Roberts operates a child minding service from her home in Colwyn Bay, Conwy and is registered to care for a maximum of six children under 12 years of age. Of those six children no more than three may be under the age of five years and of those three, no more than two may be under 18 months of age. Her service is presently open from 08:00 – 17:30 hours Monday to Thursday and she works alongside an assistant. This service does not provide an 'Active Offer' of the Welsh Language; care at this service is provided in English.

Summary

The purpose of this inspection was to consider progress towards addressing areas of non-compliance identified during the last scheduled inspection:

Regulation 14 (1) and the requirement for the child minder to take account of the national minimum standards and the adult to child ratios specified within them;

Regulation 25(b) and the requirement for the child minder to consider the risks that any activities in which the children participate are so far as reasonably practicable free from avoidable risks.

Whilst the well-being of children was considered fully, no overall assessment or rating of this service was made during this inspection and not all themes were considered in depth.

1. Overall assessment

Children have some choice over how they spend their time and, when they communicate, they are listened to. The child minder has taken some reasonable steps towards compliance with the regulations however, insufficient progress has been made in identifying and eliminating potential risks and hazards to children. The child minder relies heavily on others, such as family members, to ensure her commitment towards compliance with the regulations is maintained and because of this leadership is weak.

2. Improvements

The child minder had made the following improvements:

- Renewed her first aid training;
- Ensured that her own enhance criminal record and that of all family members living at the child minding premises over the age of 16 have been renewed;
- Provided CIW with a report on the review of the quality of care;
- Drafted a safeguarding policy and which had up to date contact details for the relevant social service departments;
- Drafted and provided CIW with some written assessments related to potential risks and hazards.

3. Requirements and recommendations

During this inspection, we identified areas where the child minder is not meeting the legal requirements and this is resulting in potential risk and poor outcomes for children.

Therefore, we have issued non-compliance notices in relation to the following:

- Hazards and safety (Regulation 25 (b)): The child minder does not make suitable arrangements to eliminate unnecessary risks to children.
- Keeping of Records (Regulation 30 (1)(a) schedule 3 point 6): the child minder does not keep a record of other persons who have had regular unsupervised contact with the minded children or who was caring for them.

We advised the child minder that improvements were needed to the Statement of Purpose (Regulation 15), the Self Assessment of Service Statement (SASS) (Regulation 17) and the Quality of care report (Regulation 16) to fully meet the legal requirements. A notice was not issued on this occasion, as there was no immediate or significant impact for children. We expect the child minder to take action to rectify this and it will be followed up at the next inspection.

We made recommendations in relation to keeping children safe and healthy and the drafting and implementation of effective policies.

Since this inspection but before publication of this report, the child minder has provided written confirmation of the following:

- that the dogs toys will not be accessible during child minding hours;
- that minded children will not be left alone with the dog;

The child minder has also updated the emergency procedures to include the action taken should a child need to be admitted to hospital.

1. Well-being

Summary

Children have some choices about what they want to do and when they communicate they are listened to. They are settled, comfortable and are beginning to form friendships. Children learn to take turns independently and are becoming sensitive to the emotions of others. They enjoy adult interaction and co-operate appropriately. Children are given some opportunities to develop independence.

Our findings

Children suitably communicate their needs to be understood, with their individual needs taking precedence over the daily routine. For example, when a child was showing signs of being tired, the child was taken upstairs to sleep. Children were able to make appropriate choices. On our arrival, three children played contentedly in the lounge whilst a fourth slept in the next room. Children helped themselves to the toys available and enjoyed toys such as cause and effect pop up toys or plastic play food.

Children were settled and supported when unsettled. For example, when we arrived, a child who was uncertain of strangers was cuddled and reassured. Older children are beginning to develop relationships and form friendships. We saw one child picking up another child's dummy and giving it back.

Children were learning to co-operate and take turns and experienced periods of child initiated play and some opportunity for adult interaction. They showed interest when the child minding assistant helped them to build a tower from blocks and worked together with the assistant to place the blocks on the tower carefully to make it taller. The eldest child independently helped to tidy away the toys when it was time for snack and patiently waited by the door in readiness.

Children received some encouragement to do things for themselves and to develop independence. For example, they were encouraged to feed themselves during snack time.

2. Care and Development

Summary

During this focused inspection, we considered how well the child minder keeps children safe and healthy.

The child minder applies a simple approach to keeping children safe and healthy.

Our findings

A basic child protection policy is in place which has relevant contact information for the appropriate agencies should it be needed. The child minder encouraged children to wipe their hands with wet wipes before and after snack and records show that toys are cleaned regularly. However, the child minder has not considered or addressed all risks and the child minder did not delegate tasks effectively to the assistant meaning that some of the younger children were left unsupervised with finger foods. Risks associated with infection control procedures had also not been fully considered. For example the dog and children's toys being stored at low level and accessible to both the children and the dog. We have issued a non-compliance notice to the child minder in relation to the management of risks.

Records showed that fire drills take place. However, drills need to be realistic as they are currently only practiced when two children are present at a time. Safe evacuation options with the four very young children present on the day of the inspection were discussed with the child minder.

We did not assess in depth, how well the child minder managed interactions and behaviour.

We did not assess in depth, how well the child minder promoted children's play, learning and development or met their individual needs however, the child minder did show us the files she keeps with examples of the children's craft work and development.

3. Environment

Summary

During this focused inspection we considered how well the child minder ensured the environment was safe for children.

The child minder has some understanding of the difference between acceptable and unacceptable risk to children.

Our findings

The child minder takes some steps to ensure the environment is reasonably safe for children however, consideration of potential risk is basic and risk assessments do not clearly identify how all risks are identified and addressed.

In general the premises are safe and secure. The entrance was secure on our arrival and reasonable steps had been taken to minimise some risks. For example, a fireguard surrounded the fire and a stairgate at the bottom of the stairs prevent unsupervised access. However, other risks were not being suitably considered or addressed. For example, contact between the family dog and the very young minded children. Whilst the parent's permission has been sought for the dog to be present in all rooms used by the children, the child minder does not accept or recognise the risks involved in practice. This was discussed at length with the child minder.

We did not assess in depth, how well the child minder ensured the environment was suitable for the children.

We did not assess in depth, how well the child minder ensured the quality of resources and equipment.

4. Leadership and Management

Summary

During this focused inspection we considered how effective the child minder's leadership of her service was.

The child minders' leadership of the service is weak.

Our findings

Since the last inspection the child minder has provided Care Inspectorate Wales (CIW) with an updated statement of purpose however, this still does not meet the requirements. The child minder is supported by, and relies heavily upon, her daughter to complete the required paperwork. Policies in place are basic and do not contain sufficient information to be implemented in a meaningful way.

The child minder is keen to swiftly improve the service to meet compliance with the regulations however, documentation presented to evidence improvements is weak and requires further improvement.

The child minder has improved how she records the children's attendance and now includes children's exact time of arrival and departure. However records are not kept of which adults are caring for children each day.

The child minder works alongside her husband who is her assistant. The child minder has provided evidence that both she and her husband have current Disclosure and Barring Service clearances to evidence their suitability to work with children.

Since this inspection the child minder has submitted a self-assessment of service, a quality of care report (dated 2018) and a statement of purpose to CIW. All require further work to meet the requirements of the relevant regulation. We did not assess in depth, how well the child minder planned for improvements.

We did not assess in depth, how effective the child minder's partnerships with others are because general observations did not raise any cause for concern related to this.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

- Regulation 14 (1) - and the requirement for the Child Minder to have regard to the national minimum standards and in particular national minimum standard 15.7. The requirement that the child minder when working alone, provides care to no more than three children under 5 years of age at any one time. The child minder must provide evidence that she is not providing care to more than three children under 5 years at any one time.

5.2 Recommendations for improvement

We made the following recommendations to improve practice:

- keeping the children and dogs toys in separate rooms and,
- in relation to fire evacuation, ensuring that fire evacuations are practiced when all children are present.

6. How we undertook this inspection

This was a full unannounced focused inspection undertaken to consider the areas of non-compliance identified during the last scheduled inspection. One inspector visited the service on Tuesday 04 February 2020 between the hours of 09:40 and 12:00.

We:

- inspected a sample of documentation and policies;
- observed practice and interactions between the child minder, the child minder's assistant and the children;
- completed observations to evidence the children's engagement and the care being provided;
- spoke to children, the child minder and the child minder's husband who is sometimes employed to work as her assistant.

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	Julie Roberts
Registered maximum number of places	6
Age range of children	6 weeks – 12 years
Opening hours	08:00 – 17:00 Monday - Thursday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	23 July 2019
Dates of this inspection visit	04 February 2020
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 and 'Active Offer' of the Welsh language. We recommend that the service provider consider Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh language in social care.'
Additional Information:	

Date Published 25/03/2020



Care Inspectorate Wales

Children and Families (Wales) Measure 2010

Child Minding and Day Care (Wales) Regulations 2010

Regulation and Inspection of Social Care (Wales) Act 2016

Non Compliance Notice

Child Minder

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website
www.careinspectorate.wales

Julie Roberts

Colwyn Bay

Date of publication: **Tuesday, 24 March 2020**

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Care and Development	Our Ref: NONCO-00009185-TRJR
Non-compliance identified at this inspection	
Timescale for completion	05/03/20
Description of non-compliance/Action to be taken	
Regulation number	
<p>Hazards and safety (Regulation 25 (b)): The child minder did not identify or eliminate unnecessary risks to children's health and safety. The child minder should provide CIW with written risk assessments which clearly identify all potential risks and how these have been eliminated to keep children safe. Risk assessments should include but not be exclusive to: the outdoor area (to include infection control), the indoor areas, supervising children (to include during meal times) and risks associated with the family dog (to include cross infection associated with toys and resources). The effectiveness of these risk assessments will be considered during the next inspection.</p>	
Evidence	
<ul style="list-style-type: none"> - The child minder is not compliant with regulation 25 (c) and the requirement to ensure that unnecessary risks to the health and safety of children are identified and so far as possible eliminated. <p>During the inspection on 04 February 2020 we found evidence that:</p> <ul style="list-style-type: none"> - the child minder and the child minding assistant left a baby aged 12 months unsupervised in a highchair with finger foods. - the child minder allowed the family dog to be in the same room as the children and was seen licking one child's face as the child crawled on the floor. - The child minder allowed the dog to relieve himself in the alleyway which is also the outdoor space used by the children to play. - The dogs toys and water bowl are stored in the same room as where the children play and are within reach of the young children who are also allowed to crawl in this area. - Risk assessments are in place for the outdoor area and for 'Jamie' the dog however, these were not effective in identifying all potential risks and hazards associated with both. - The impact on children using the service is that they are being unnecessarily placed at risk of harm and measures are not in place to keep their play areas free from possible risk to their health. 	

Leadership and Management	Our Ref: NONCO-00009186-NYLD
Non-compliance identified at this inspection	
Timescale for completion	05/03/20
Description of non-compliance/Action to be taken	
Regulation number	
<p>Keeping of Records (Regulation 30 (1)(a) schedule 3 point 6: the child minder did not keep a record of other persons who have had regular unsupervised contact with the minded children. The child minder must evidence that she is keeping a record of when she is working with an assistant along with the time the assistant starts and finishes working. The child minder must also evidence that she is keeping a record of people visiting the service during child minding hours. The effectiveness of these documents will be considered at the next inspection.</p>	
Evidence	
<ul style="list-style-type: none"> - The registered person is not compliant with regulation 30(1)(a) schedule 3 point 6 to, maintain a daily record of the names of the relevant children, their hours of attendance and the names of the persons who looked after them. <p>During the inspection on 04 February 2020 we found that the child minder</p> <ul style="list-style-type: none"> - was not keeping a record of the adults who care for the children and the times they are doing so. - did not ask us to sign a visitors book and no record was kept of visitors to the service during child minding hours. - was unable to evidence that the adult:child ratios were being met to ensure children are being safely and appropriately supervised at all times. - The impact on children using the service is that they may not always be appropriately supervised and their needs not always met. 	