



Childcare Inspection Report on

Deborah Parry

Cwmbran



Date Inspection Completed

06/12/2019

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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

The child minder was registered with Care Inspectorate Wales (CIW) in May 2002. She provides home based child care for up to six children under 12 years old. She operates from Monday to Friday providing a flexible service to meet the needs of families, including school holidays. Her home is in Llanfrechfa in Cwmbran and she provides an English language service.

Summary

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

1. Overall assessment

The child minder provides a consistent and caring 'home from home' service. She gives children plenty of choice in their activities and encourages them to share their views and do things for themselves. Children are happy and enjoy their time with her; she knows the children well and affection is freely given. The child minder ensures that children have fun with her while promoting their play, learning and development and children benefit from a healthy lifestyle. The child minder provides a safe and child friendly environment and children have access to an appropriate range of experiences and resources. Leadership is satisfactory and whilst the child minder has some appropriate systems in place, improvement is required in relation to documentation.

2. Improvements

Some improvements have been made following recommendations at the last inspection. These include: keeping a register of children's attendance and the provision of individual hand towels for children, to avoid the risk of cross contamination.

3. Requirements and recommendations

We advised the child minder that improvements are needed in relation to the following to meet the legal requirements:

- Keeping of records Regulation 16 (1). Completing annual quality of care review.
- Fire precautions Regulation 38 (1) (e). Fire evacuation practice.
- Statement of Purpose Regulation 15 (1) (b) (e). Statement of purpose must contain all regulatory information.

Notices were not issued on this occasion as there was no immediate impact for children using the service. We expect the child minder to take action to rectify this and it will be followed up at the next inspection. We made some recommendations to develop the service and improve outcomes for children. These recommendations are outlined in full in section five of this report.

1. Well-being

Good

Summary

Children's views are valued by the child minder and they are able to influence their activities. They are made to feel welcome and at home and have formed good relationships with her. Children enjoy a good variety of play and developmental opportunities both at the child minder's home and on outings in the wider community.

Our findings

Children can make choices and express their views. They have a good variety of resources and activities available to them. Children enjoyed choosing their play activities such as pretending to cook in the role play kitchen or building towers with blocks. A younger child's attempts at words were repeated and reinforced by the child minder to improve their communication skills.

Children are very much at home at the service. We saw they were well settled and relaxed and have developed good bonds of affection with the child minder. They receive lots of praise for their efforts, and enjoy the recognition, enhancing their self esteem. Children were confident and happy to ask the child minder for anything they needed. Children frequently interacted with us during the inspection, this shows that they feel safe and secure in their surroundings.

Children are beginning to understand their feelings. We saw the children respond positively to frequent praise and encouragement. We observed children beginning to share and take turns whilst playing with a variety of toys, supported with gentle reminders from the child minder. There was plenty of chat, laughter and hugs between children during play and snack times. Children interact with each other positively.

Children enjoy their play and learning. They have access to plenty of resources which are appropriate for their age and stage of development. Children were seen to move between different play experiences and they used their imagination to create their own games. One child lovingly held a doll whilst pretending to feed her milk from a toy bottle, before giving the doll a cuddle and putting her down to sleep. A younger child made their needs known through gestures and babbling; they enjoyed trying to fit objects into a container, and persevered with the task for a significant amount of time.

Children experience a range of activities that help them learn through play. They can explore a variety of freely chosen and directed play. We saw children do this with confidence, exploring various toys and activities. Children confidently interacted with the child minder during the inspection and involved her in their play. This extended the children's learning and inspired them to be creative and thoughtful. Children are

encouraged to do things for themselves, such as feeding themselves and tidying away toys. These opportunities enable children to develop independence skills appropriate for their stage of development.

2. Care and Development

Adequate

Summary

The child minder is responsive to the needs of children in her care and offers them a selection of play and learning opportunities to promote their development. Overall, there are satisfactory systems to keep children safe and healthy, although there is room for development regarding policies and some procedures.

Our findings

Children benefit from some procedures the child minder uses to keep children safe and healthy. The child minder is able to identify children at risk and she has the confidence to follow safeguarding procedures appropriately. There is a written policy and procedure in relation to safeguarding processes, but it lacks detail in relation to the categories of abuse and there is no reference to the Prevent Duty. The child minder has limited knowledge of the Prevent Duty. Records of accidents are maintained, however they do not detail treatment administered. The child minder provides healthy snacks and water for children, while parents provide all main meals. The child minder promotes good hygiene during nappy changes, although there is no nappy changing policy in place which is a requirement in the National Minimum Standards for Regulated Child Care.

The child minder is positive in her approach to managing children's interactions. We observed lots of praise through, clapping and cheering and plenty of smiles and encouragement to celebrate children's achievements. This enhances the children's well-being. The child minder models manners consistently throughout the day, enabling younger children to hear 'please' and 'thank you' appropriately. The Behaviour Management Policy is shared with new parents to ensure her approach in managing children's behaviour is consistent. We observed the child minder encouraging children to take turns and share, using a gentle and fair approach. For example, when one child shared some toys with another the child minder said '*one each, that's good sharing, well done.*' She is fully aware of the different needs of the children in her care and adapts her interactions and strategies accordingly.

The child minder promotes children's learning and development through play. She has a good understanding of child development and provides activities appropriate to the age and stage of development of the children in her care. Currently however, no records are kept in relation to children's development and progress. Similarly, whilst the child minder plans for a range of play and learning experiences for children in her care, there were no records to illustrate the activities planned for children across the age range. The child minder ensures that children have regular opportunities for outdoor activities such as trips to local parks and

play groups, but there is no outings policy explaining the steps taken to ensure children's safety.

3. Environment

Adequate

Summary

The child minder ensures that her home is clean, safe, secure and child friendly. Children are given an appropriate range of resources and experiences that support and enhance their learning and development. The child minder provides an environment in which children can learn, play and relax safely while promoting their independence. However, some improvements are required with regards to health and safety documentation.

Our findings

The child minder has measures in place to ensure the premises are safe for children, although there is room for development. Relevant insurances and an annual gas safety certificate for her home are in place. There are basic risk assessments in place, but they lack detail and do not cover all aspects of the service, such as outings, all areas of the premises or activities in sufficient detail. For example, the kitchen is open plan to the lounge and there was no risk assessment in place to identify possible hazards to children. The child minder told us that she carries out fire drills with the children, however she does not maintain a record of this, so she could not be sure when the last evacuation was carried out. She has since devised a log in order to record practice drills.

The home provides sufficient space for the number of children the service is registered for. The rooms offers natural light and are maintained to good standard. Toilet facilities are easily accessible for children giving them independence. The kitchen is clean and uncluttered and provides a space for children to take part in baking and cookery activities. A variety of resources are easily accessible to the children in the main playroom. Children are provided with facilities to relax and unwind. They are able to nap in a travel cot in the lounge area or relax on comfortable sofas in the playroom. The dining table is suitable for older children to eat their meals and for carrying out table top activities, such as puzzles or colouring. A conservatory provides extra space for messy play such as painting and play dough. Children are able to access a decked area in the garden directly from the dining room for physical play.

Children have access to a range of developmentally appropriate play and learning resources and equipment. We observed children enjoying their play with the pretend kitchen and food, building blocks, dolls and reading books. Resources and toys were clean and in good working order, and are sufficient in number to enable children's choice. The child minder told us that outdoor resources include a paddling pool and trikes.

4. Leadership and Management

Adequate

Summary

The child minder manages her services to a satisfactory standard but improvements are required. She has a range of policies and procedures for her service, some of which require development. There are also some key policies missing, which must be addressed. She is open to feedback and keen to develop her practice. Good partnerships have been established with parents, with some families still remaining in contact with the child minder and her family years after leaving the service.

Our findings

The child minder has an awareness of the National Minimum Standards and Child Minding and Day Care (Wales) Regulations and has some relevant policies in place. However, there was no confidentiality policy or lost/missing child policy. Policies that were in place were brief and not dated to evidence that they had been regularly reviewed. We looked at a sample of contracts and children's records and found that they contained all of the relevant information including parental permissions, which ensures that parents are fully aware of what practice is undertaken. The statement of purpose provides parents with some information about the service so they can make an informed choice about its suitability. However, it did not contain all relevant information in line with the National Minimum Standards and regulations. This is a matter of non-compliance with the Child Minding and Day Care (Wales) Regulations 2016, although we have not issued a non-compliance notice about this matter on this occasion as there was limited impact on the children attending.

There is little written evidence that the child minder reviews her service and plans for improvement. We found that the annual review of the quality of care provided at her service had not been completed. This is a matter of non-compliance with the Child Minding and Day Care (Wales) Regulations 2016, although we have not issued a non-compliance notice about this matter on this occasion as there was limited impact on the children attending. The child minder told us she is aware of the need to update her paperwork and record systems. She stated that she will use information from this inspection to carry out the review of her service over the next few weeks.

The child minder ensures that she keeps her mandatory training up to date and is due to renew her paediatric first aid in January 2020, she told us that she has secured a course to undertake this. The child minder has also shown a commitment to her continuing professional development by undertaking several training courses to further improve her understanding of child care and related matters, to include 'Developmental Trauma', 'Handling Disclosure from a Child' and 'Social Media and 'Mobile Phone Guidance'.

The child minder has a good relationship with parents. Parents are given appropriate verbal information about their child's activities, food and personal care each day and the child minder works closely with them to ensure their children's needs are met. Discussion with her showed that she knows the children and their families well. There are a wealth of thank you cards from parents expressing their gratitude for the care and service offered which included comments such as, '*(name of child) is thriving every day and you are a huge part of that*', and '*sincere thanks for making (my child) one of your family and for being so flexible*'.

Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We made the following recommendations:

- update the child protection policy to reflect the categories of abuse and prevent duty, and improve awareness of Prevent;
- ensure accident records are fully completed. In particular they must detail treatment administered;
- develop a system to record observations of children's development and how they are used to plan next steps in their learning and play;
- extend risk assessments to cover all aspects of the service including activities, outings and all areas of the premises;
- revise the complaints procedure to clarify how complaints may be resolved locally, when the local authority's complaints procedure may be used and action to take in a concurrent investigation;
- develop a confidentiality policy and procedure and include whether or not the service is registered with the Information Commissioner's Office;
- ensure that policies and key documents are updated and reviewed regularly, and develop a nappy changing policy, lost/missing child and outings policy;
- ensure quality of care review is completed annually and reflects views of parents and children; and
- review the statement of purpose to provide more detailed information on the service provided, and include a statement to say that the document will be kept under review.

6. How we undertook this inspection

This was a full inspection undertaken as part of our normal schedule of inspections. One inspector visited the service which was announced at short notice to ensure availability. The following methodology was used to gather evidence for this report;

- observation of care practice;
- visual check of areas used for minding;
- consideration of information available to CIW prior to the inspection;
- spoke to the child minder and children present at the service;
- looked at a sample of documentation and
- provided formal feedback by telephone on 9 December 2019.

Further information about what we do can be found on our website:
www.careinspectorate.wales

5. About the service

Type of care provided	Child Minder
Registered Person	Deborah Parry
Registered maximum number of places	6
Age range of children	Birth to 12 years
Opening hours	7.30am – 6.00pm Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	3 November 2015
Dates of this inspection visit	6 December 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. We recommend that the service provider considers Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh language in social care'.
Additional Information: None	

Date Published 04/02/2020

No noncompliance records found in Open status.