



Childcare Inspection Report on

Elaine Jones

Cardiff



Date Inspection Completed

15/11/2019

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

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Description of the service

Elaine Jones is registered with Care Inspectorate Wales (CIW) to care for six children under the age of 12 years. She runs her service from her home in the Danescourt area of Cardiff, which she shares with her family. Wrap around care is provided for children attending Danescourt Primary School, from 7:30am to 9:00am and 3:15pm to 5:15pm weekdays, and full day care during some of the school holidays. This is an English language service.

Summary

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

1. Overall assessment

Overall, we found that children experience a high standard of care. Children are happy and their needs are at the centre of the service. They are cared for by a qualified and very experienced child minder who promotes their well-being. Children benefit from a very well organised environment that encourages them to make independent choices and promotes play, learning and development. The child minder has made good use of both the indoor and outdoor areas to provide activities that are both exciting and engaging for the children. The service is managed well. Procedures are successfully implemented to ensure children are safe and their health is promoted.

2. Improvements

Since the last inspection the child minder has refreshed her training in Child Protection, Food Hygiene and Paediatric First Aid.

3. Requirements and recommendations

No areas of non compliance were identified in this inspection. We made good practice recommendations which are summarised in section five.

1. Well-being

Good

Summary

Outcomes for minded children are good. They are encouraged to make choices and express themselves. Children are relaxed, well-settled and have plenty of opportunities to help them develop independence and have fun. They interact well with one another and have developed strong bonds with the child minder.

Our findings

Children express themselves very well and can communicate their needs. They make appropriate choices and decisions because they are aware of the options available to them, and are consulted over a range of issues. We saw children confidently chatting to the child minder about their day at school and activities they had been involved in out of school. For example, one child excitedly told the child minder about new tricks that they had mastered on their skate board. Children are encouraged to choose what they would like to play with and they are obviously very familiar with the choices and areas available. Children move around the areas use for child minding freely, choosing activities that interest them.

Children are settled and comfortable in the child minder's home. We observed them smiling and laughing with the child minder as they played, clearly relaxed, happy and safe in her care. They have forged strong bonds of attachment with her. Children enjoyed lots of individual attention, natural conversation and positive interactions. They were able to talk with the child minder about their likes and dislikes, and were confident that she knew them well.

Children have formed positive friendship groups in the service and there is an emphasis on the importance of working together and helping each other. For example, we saw children helping each other during snack time, collecting plates and distributing wipes to clean up. Children took turns when playing board games and shared resources appropriately. We heard children saying 'please' and 'thank you' regularly, and they were praised for positive behaviour. Children were respectful and relaxed in the home environment.

Children enjoy a good range of activities at the child minder's home. They are active and curious learners. We noted that children were busy, and engaged positively in play activities that interested them. Children thoroughly enjoyed playing snap and a variety of board games with the child minder and sustained interest in these activities for a significant period of time.

Children are developing well because their needs are identified and met. Opportunities to develop independence are good. Children put their belongings away on arrival and washed

their hands ready for snack. Children are given plenty of time to carry out their chosen activities and encouraged to tidy away when ready to move on to the next activity. These opportunities help them develop self-help skills at an appropriate age.

2. Care and Development

Adequate

Summary

The child minder has suitable systems and procedures in place to ensure that she can offer a quality service to children in her care. The child minder plans a good balance of planned and free play activities, including trips out. She effectively assesses children's needs to enable them to grow and reach their full potential.

Our findings

The child minder ensures that children are safe in her care. She implements good practice in relation to healthy eating and lifestyles. The child minder provides a wide range of nutritious snack options. We saw children enjoying a snack of fruit, a selection of raw vegetables, cheese, yogurt and wholemeal bread and butter, with drinking water readily available. However, the child minder was unaware of Welsh Government's new food and nutrition guidance. The child minder has an appropriate current first aid certificate and she has completed a Level 2 award in Food Safety. Routines established, promote good hygiene. Before snack time surfaces were sanitised and children were encouraged to wash their hands. A medication policy is in place and medication is only given with prior written permission from parents. There is a child protection policy in place and the child minder is confident to identify signs of abuse and clear of her role in referring any concerns to the relevant authority. However the child protection policy did not outline the categories of abuse. She has completed training on the Prevent duty, (this places a responsibility on providers to protect children from the danger of radicalisation). The child minder told us that she carries out fire drills with the children. However, the child minder does not maintain a written record of fire drills.

The child minder has an appropriate behaviour management policy, which she shares with parents, detailing how she will respond and deal with any unwanted behaviour. Therefore, children and parents are clear about standards of behaviour that are expected at the setting. This was evident during the inspection as children were polite, kind and displayed no unwanted behaviour. The child minder manages interactions skilfully and offers praise and encouragement to reinforce good behaviour. For example, when one child wanted to play with a toy that another was already playing with, the child minder explained that it would be their turn in five minutes and pointed to the clock to reinforce the period of time for both children. She has high expectations for standards of behaviour and ensures the children understand what is expected. Her manner was calm, which was reflected in the way that children responded to her. We saw that the child minder acted as a good role model for the children and interactions were very positive.

The child minder provides care which is child centred and meets children's individual needs. She informs parents about their child's progress and overall wellbeing through daily verbal feedback. The child minder provides a good variety of enjoyable and stimulating play and learning opportunities, which take account children's interests and ideas. For example, in a feedback questionnaire one child requested extra resources to include the monopoly board game. The child minder sourced the board game and we saw children enjoy playing it during the inspection.

3. Environment

Good

Summary

The child minder provides a safe and welcoming environment for children that stimulates their learning and meets their individual needs well. Children have access to a bright and airy well resourced play room, dining area, lounge and upstairs bathroom. There is an enclosed garden for outside play.

Our findings

The premises are safe and secure. The main door to the house is kept locked with the keys close to hand in an emergency. The environment is clean and well maintained both indoors and outdoors. There are risk assessments in place which the child minder reviews regularly. She carries out visual safety checks and is risk aware whilst the children are in her care. For example, the child minder encourages children to tidy away resources, when they have finished playing with them, to avoid any trip hazards. Public liability and car insurance are valid, and gas safety checks are up to date. There is a fire blanket in the kitchen and the first aid kit is easy to access and well maintained. There is a clear emergency evacuation procedure in place.

The environment is child centred and inviting. Children moved freely around areas in the home throughout the inspection following their own interests and playing or relaxing contentedly. There is plenty of floor space for children to play and comfortable sofas and large floor cushions for relaxing. Children are able to eat their snacks and complete table top activities at the dining table. The child minder has purchased higher level chairs for younger children to use whilst at the dining table, easing their access to resources during table top activities and promoting a sense of inclusiveness during snack time. There is a well resourced designated playroom, with resources stored at child height, enabling children to access items independently. Children have access to a secure garden and extra large paddling pool during summer months.

Children have access to a wide range of good quality, developmentally appropriate play and learning resources. These are available in sufficient quantity to ensure children have good variety and choice. We saw that all resources are clean and well maintained, and it was evident that resources are regularly checked to ensure that they are in good working order. The indoor area was well resourced with a range of activities to include puzzles, books, dolls, arts and crafts, role play kitchen and messy play such as slime or play doh.

4. Leadership and Management

Good

Summary

The childminder is professional in her approach and delivers a high quality service to parents and children. The child minder effectively evaluates her service and is keen to continually improve upon her provision and develop herself professionally. Paperwork is organised and good partnerships have been established with parents.

Our findings

The child minder has a vision for the service and this is shared in her statement of purpose. However, the statement of purpose did not contain the most up to date contact details for CIW, or information about arrangements to regularly review the document and notify CIW of any changes. She has a good understanding of current best practice relevant to the children in her care. Policies and procedures for the service contain the relevant information. We looked at a sample of records including registers, children's records and the daily diary, which were all completed appropriately. The children's contracts were up to date and records were well maintained and stored securely.

The child minder recognises her responsibility to review and plan for development of her service. She seeks feedback on her own practice in order to positively benefit her service; we saw evidence of questionnaires the child minder had asked parents and children to complete. The child minder uses this information to complete an annual quality of care review. The views of children and parents are clearly reflected within the report and improvements to be made for the following year are set out. Parent's comments indicate a high level of satisfaction with the service. Children's feedback is as equally positive, one child's thank you letter to the child minder read, *'I feel so lucky to have been looked after by you. I want to say thank you for all that you do. I wish our adventures could go on for ever. Fun filled days for children and peace of mind for their mothers'*. A complaints policy is in place should parents want to raise an issue, however it did not contain information on how children over eight can make a complaint, or most up to date contact details for CIW.

The child minder is well qualified and has a number of years' experience working with children. Observations showed she managed her time well and had organised resources effectively to support seamless play opportunities for children. Registers show that she operates within the conditions of her registration. All household members have current Disclosure and Barring Service (DBS) checks to confirm their suitability.

The child minder works well with parents. She provides parents and carers with all the relevant information needed to make informed choices about the care of their child. Many of the children she currently cares for have been with her from a very young age, and the child minder intends to continue to offer care until their parents no longer require her. We saw

numerous thank you cards from families expressing their gratitude for the high quality care and service provided.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

The following good practice recommendations were discussed with the child minder;

- Consider information in Welsh Government's Food and Nutrition Best Practice for Childcare Settings;
- update the child protection policy to include categories of abuse;
- ensure that a record of fire drills is maintained;
- update the complaints policy to reflect how children over eight can make a complaint and reflect up to date CIW contact details; and
- update statement of purpose to reflect up to date contact details, arrangements to review the document, and send a copy to CIW.

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;
- conversations with the child minder and children present at the service;
- we looked at a sample of documentation; and
- provided formal feedback by telephone on 15 November 2019.

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

www.careinspectorate.wales

About the service

Type of care provided	Child Minder
Registered Person	Elaine Jones
Registered maximum number of places	6
Age range of children	0-12 years
Opening hours	7:30am – 5:15pm Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	10 September 2015
Dates of this inspection visit	14 November 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 <i>'More Than Just Words follow on strategic guidance for Welsh language in social care'</i> .
Additional Information: None	

Date Published 10/01/2020