

Childcare Inspection Report on

Nicola Fellows

Neath



Date Inspection Completed

02/09/2019

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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

Nicola Fellows has been registered with Care Inspectorate Wales (CIW) since November 2003. She provides a child minding service for up to six children less than 12 years of age at any one time. The care is provided from the child minder's family home in Skewen, Neath from 7:30am to 6pm, Monday to Friday. The child minder cares for children through the English language and does not provide the 'Active Offer' in relation to the Welsh language.

Summary

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

1. Overall assessment

Children enjoy a wide range of interesting activities. They are happy, settled and confident. Children have strong bonds of affection with the child minder and her family. The environment in which care is given is relatively safe and clean. Good relationships have been formed with parents. The child minder generally manages her business effectively on a day to day basis. However improvements are needed in the Care and Development, and Leadership and Management themes.

2. Improvements

In response to our inspection visit the child minder has made improvements to her paper work and to the environment, and sought to arrange courses to help keep children safe. Detail of these improvements are in the body of this report.

3. Requirements and recommendations

We found the child minder was non compliant with the following regulations:

- Regulation 20.–(1) Safeguarding and promotion of welfare; this is because the child minder left a sleeping child unsupervised.
We issued a non-compliance notice on this occasion; however the child minder acted immediately to ensure the child was appropriately supervised.

We have not issued a non-compliance notice on this occasion for the regulations below, as this did not significantly impact on the children attending.

- Regulation 28; Fire Precautions; this is because there was no evidence that recent fire drills had not been conducted or recorded; and
- Regulation 16; Review of quality of care; this is because the child minder has not sought the views of the children and parents in order to make improvements to her service.

Compliance for this notification will be checked at the next inspection.

We have made some recommendations which are listed at the back of the report.

1. Well-being

Good

Summary

Children have a strong voice and well-being and confidence is enhanced as a result. Children are happy and feel valued as they experience nurture and respect. They are learning to interact well and enjoy the experiences provided. They enjoy activities which promote their all-round development and independence.

Our findings

Children confidently expressed their wishes and made choices. Children were asked if they wanted to take their shoes off and confidently replied “no”. They chose what to play with both inside and outside most of the time. Children were sometimes restricted to playing outside, as the door could not be left open due to a younger child who had just started walking; and therefore they could only go outside when the child slept. This also applied to the trampoline. Children were able to go to the cupboard to choose the crisps they wanted after lunch, and the child minder helped to take out box in order for them to choose.

Children feel safe happy and valued. Those who have recently started attending have settled well. When a baby was placed in their car seat with a bottle of milk, they quickly fell asleep. When the child woke up from their sleep, they were happy to sit on the child minder’s lap until ready to play. A child proudly showed off their new school bag to the child minder and us (CIW). Children were learning to take turns, without being asked, such as when they played on the trampoline. Children who leave the care of the child minder are given a ‘memory book’ of their time with her. Children interact well. Two children of a similar age were playing well together, and they often included the younger child. A child happily played or sang along to themselves. At other times they played and laughed together with another child with a ‘bug’. We saw a child pick a daisy and gave it to the child minder, saying: “it’s for you” and when the child minder thanked them, they went to pick some for their mother. Children had great fun outside when the child minder threw balls into the trampoline and they squealed with laughter. One child rode a ‘Spider Man’ bike and had fun riding it round the garden, whilst another child brought out a ‘robot’ to play with. Children were full of smiles when ‘Baby Shark’ is played on radio and did the actions along to the song. Children talked about their ‘crunchy crisps’ and they tried to see who could make the loudest crunch. Children spend adequate amounts of time on activities such as when playing in the sand pit outside. The children led their play with suggestions from the child minder. Older children are able to move between the playroom, sun room and kitchen into downstairs cloak room independently. Older children washed their hands before lunch and were able to access drinks on kitchen table, when the baby gate was open.

2. Care and Development

Adequate

Summary

The child minder sometimes keeps children safe and healthy. She manages children's interactions in a kind and caring manner provides a range of suitable opportunities that encourage the children to play and learn. There are several improvements needed in this area.

Our findings

The child minder gave the children appropriate safety messages. We heard her tell the children not to play with items outside which were not clean after the rain, and to be careful when running. The child minder said to a child eating: "*Take your time, don't put so much in your mouth, you're going to choke*". The child minder and children washed their hands before eating and had individual towels to dry their hands; although the baby did not have their hands washed/wiped. We saw one child stand in dog basket to wash their hands, as this was situated in front of the sink. The child minder had a nappy changing policy and hygiene policy which says gloves will be worn when nappies are changed; however gloves were not worn during a child's nappy change. The child minder provides snacks such as crisps, and children mostly bring their own food, although she does have a 'chippy day' where she purchases a large bag of chips for the after school children. Her food and drink policy mentions Welsh Assembly Government Food and Health Guidelines for Early Years. The child minder various parental permissions e.g. emergency medical consent, photos, outings, car transport etc. However some were not signed or signed but not dated. Confirmation was received after our visit that these were now complete. The child minder had accident and medication forms, however there had been no accidents or medication administered for a while; we saw that she had a comprehensive allergy action plan in place. We saw children climbing in and out of the 'dog flap' leading to the 'summer house'; however this had broken and had sharp edges, and the child minder asked them to stop. The child minder confirmed after the visit, that a new dog flap has been ordered.

The child minder had last attended child protection training in 2014, and when asked, was not confident in who she would contact in a safeguarding situation. She was unaware of Prevent Duty, which is guidance on who to contact if there are concerns around radicalisation. The child minder left a young child sleeping in car seat in the kitchen, whilst she took some older children outside. There were two of the child minders older children with the child, however after we discussed this the child minder brought the sleeping child outside in the car seat. The child minder also encouraged children to help her check the outside play area for dog faeces, so that she could clear the area before they played. She confirmed the family dog was wormed and treated for fleas regularly, and she had parent's permission for children to have contact with the dog.

The child minder managed interactions well. She listened intently to the children, responding in an appropriate and caring manner. The child minder told a child who was

scared of a spider that: *"they're my friends they live in my home"*. The child minder reminded the children not to throw sand in the sand tray, and overall the children played well together. The child minder rang a little bell to signal tidy up time which the children reacted to by helping to tidy up. The child minder praised the children, for example when they ate well by saying: *"Look at x he's nearly finished he's gonna have big muscles like hulk"*, which made the child smile. She asked the children not to play when they were eating their food. The child minder explained why children should not climb the small wall, as the younger child might copy them, and it was dangerous. The child minder encouraged children to say please, and set by example. We saw the child minder ask a child for a hug, which was eagerly given.

During mealtimes, the child minder gave the children their packed lunch and poured their drinks for them. She encouraged to eat savoury food first. However plates were not given to the children until they had almost finished. The child minder knew the children well and provided them with appropriate resources and activities to support their learning and development. This had a positive impact on the children's language and communication development. However we heard her use some words in one instance, which may have negative implications on children attending. The child minder was involved in the children's play at most times, whilst at other times she stepped back to allow them free play. The child minder did not use any Welsh during our visit, but has puppets, Welsh books and DVD's. She told us that she celebrated a few multi-cultural festivals and celebrations. The child minder does not keep developmental records on younger children.

3. Environment

Good

Summary

The environment is mostly safe, clean and secure. There is a selection of good quality play equipment and resources. The child minder provides suitable, age appropriate toys for the children and ensures that the environment is welcoming. There is a large enclosed outdoor area for children to explore.

Our findings

The child minder ensures the environment is overall safe. The outside area is enclosed and contains a 'summer house' which is used to store toys, a large trampoline and a locked indoor swimming pool, which is un-used and drained. The patio doors leading to outside was also locked when the garden was not in use, and there were stickers, to prevent children running into the glass. We noticed a few slabs were loose outside. Inside the child minder had a safety gate to hallway and a kitchen safety gate was in place, which was used when younger children were present. The front door was locked to prevent unauthorised access or from children leaving the premises unescorted. There are smoke detectors and a carbon monoxide alarm in place which are tested roughly every three months. The fire blanket was stored in a cupboard, however the child minder has confirmed that this is now wall mounted. The dog basket is placed in front of the cloak room sink, which can cause a problem for children who wish to wash their hands.

The environment is suitable for child minding. The children had access to lots of indoor space including a play room, sun room and the kitchen area. If older children are present they can have free access to all the areas, including the downstairs cloak room. However a safety gate is used at the entrance to the kitchen if younger children are present. There is a settee and plenty of floor space in the play room and summer house, and a high chair, table and chairs, breakfast bar and stools in the kitchen. The outside area is large, where children can play and use their gross motor skills.

There are plenty of age appropriate resources and equipment which were of good quality. Outside the large garden has play houses, basketball hoops, large trampoline, ride on toys, and sand pit with a lid. The summer house has a vast amount of toys stored such a prams, lots of large super hero figures, cars trucks bikes and soft toys. The play room and sun room has a wooden shop, books, dressing up clothes, a dolls castle, games such as 'lotto' and puzzles, some stored on high shelving. The child minder confirms that she cleans the toys with an anti-bacteria spray once a fortnight.

4. Leadership and Management

Adequate

Summary

The child minder clearly enjoys her role. She maintains the required records and documentation, however some improvements are need in this area. The child minder manages the service adequately overall; however does not have a system in place to review the quality of her care. The child minder mostly keeps her core training up to date. The child minder has positive partnerships with parents and other child minders.

Our findings

The child minder did not have a current statement of purpose in place; however she has confirmed that this is now in place, and an updated version will be forwarded to CIW. The child minder had policies and procedures in place however these had not been reviewed for some time. Confirmation was received after our visit that these has been updated. Contracts were in place although two of those sampled were not signed by parents. The child minder had a register with children's attendance times recorded, and was aware of the number of children that she could care for at any one time. The child minder had a safeguarding policy, although this did not contain the action she would take if there was a safeguarding allegation against her.

The child minder was not very effective at self-evaluation and planning for improvement. She did not have a current quality of care report, although one was provided after our visit, however a further amended copy is needed. The child minder had current public liability insurance and appropriate car documents. She had a valid first aid certificate; however her food hygiene certificate was out of date.

The child minder has good partnerships with parents. She used daily diaries and sends pictures through social media and texts, about the child's day and a verbal exchange takes place on pick up. She attends play groups regularly on Tuesday, Thursday, and Friday and meets up with other child minders.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We recommended that the child minder:

- Ensures all children wash or wipe their hands before eating;
- adheres to her nappy changing policy;
- ensures the garden is clean from dog mess before the children go outside; and
- considers the words used when changing nappies;
- attends food hygiene and child protection training;
- includes in her safeguarding policy Prevent Duty and the action to take if there is an allegation against the child minder;
- considers the Welsh Government guidance on Food and Nutrition for Childcare Settings;
- produces developmental records for young children;
- removes the dog basket to enable children to wash their hands at the sink; and
- fixes the loose slabs outside;

6. How we undertook this inspection

This was a full, unannounced inspection undertaken as part of our schedule of inspections. One inspector visited the service on 2 September 2019 for a total of approximately two and a half hours.

We:

- Viewed a range of documents including policies and procedures, risk assessments, registers and children's files;
- observed children's engagement and the care being provided by the child minder;
- spoke to the children and child minder;
- inspected areas used by the children, and
- gave the child minder feedback over the telephone on 6 September 2019.

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	Nicola Fellows
Registered maximum number of places	6
Age range of children	0 – 12 years
Opening hours	7:30am – 6pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	13 January 2016
Dates of this inspection visit	02 September 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 children who use or intend to use their service. We recommend that the child minder considers Welsh Government's 'More Than Just Words' strategic guidance for Welsh language in social care.
Additional Information:	

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