



# Childcare Inspection Report on

**Sarah Harris**

**Abergavenny**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**



**Date Inspection Completed**

12/09/2019

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<b>Ratings</b>	<b>What the ratings mean</b>
<b>Excellent</b>	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
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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

Sarah Harris registered as a child minder in November 2017 with the Care Inspectorate Wales (CIW). She operates her service from her home in Abergavenny. She is registered to care for up to 10 children under the age of 12 years. Both English and Welsh languages are equally used in the child minder's home.

There were two children present during the inspection. The service operates Monday to Friday 7.45am to 5.45pm throughout the year.

## Summary

Theme	Rating
<a href="#">Well-being</a>	Good
<a href="#">Care and Development</a>	Adequate
<a href="#">Environment</a>	Adequate
<a href="#">Leadership and Management</a>	Adequate

### 1. Overall assessment

Children are happy and settled with the child minder. They have formed positive relationships with the other children and the child minder. A good range of activities and resources are provided. Children have free flow access to the back garden. Overall, the environment in which care is given is bright and stimulating. The safe storage of household cleaning products needs to be reviewed as a priority. We also noted some equipment used in the garden needs to be fully risk assessed.

### 2. Improvements

This is first inspection since the child minder registered in November 2017.

### 3. Requirements and recommendations

There were no issues of non compliance to report. Recommendations to improve practice regarding record keeping are mentioned within the report and noted at the end of the report.

# 1. Well-being

**Good**

## Summary

We found that children are listened to, valued and are encouraged to develop independence. Children experience warmth and kindness, are stimulated and motivated to play with a good range of resources. Children are happy and safe in the care of a child minder whom they have formed positive relationships. Children interact well and are supported to learn and develop.

## Our findings

Children are confident to express themselves and their needs. We observed them move around freely between the play room/lounge and the outside garden area. In the main, they had most of the resources available to them and we watched as they helped themselves to toys and activities. We heard a child asking for the train tracks and the child minder responded appropriately, reminding the children about clearing away some toys so that she could set out the large box of trains and tracks. Children interact well with the child minder and other children. They have formed a very positive relationship with the child minder who knows them well and values them as individuals. We saw lots of interaction taking place and the children were asking for and receiving cuddles. We saw a child sitting on the child minder's knee whilst having a story, which helped them feel safe and valued. During the inspection we observed that the children were interacting positively and happily playing together. They were beginning to understand acceptable behaviour and sharing. We saw the younger child laughing and giggling at bursting giant soap bubbles in the garden. The older child waited for a few moments and then said to the younger child and the child minder 'I want to do it too'. The younger child nodded as if to say 'yes' and the child minder praised both of them for playing well and letting one another join in. This shows that children are beginning to manage their behaviour and interact positively with one another.

Children are engaged and interested in their play. They sustain interest for age appropriate amounts of time and are able to move freely between activities. We saw the children taking part in a variety of activities including imaginative play pretending to do cooking with their play toys, painting, playing with train tracks and doing puzzles. They were involved in choosing the activities and we saw them able to sustain their interest for a reasonable amount of time. Children have a good variety of experiences which promotes their all-round development. They explored opportunities which showed their independence during our visit. For example, the older child came inside from playing in the garden and confidently took off their cardigan and went to hang it up. The child then washed their hands and sat at the table and enjoyed their packed lunch which parents had provided. The younger child waited very patiently as the child minder prepared the food they had bought from home. The younger child's food required heating up and the child waited a few moments for the child minder to check the temperature before eating the food. After lunch the younger child looked tired and in need of a nap. At first the child resisted but the child minder assured the child that they could resume play with the toys after they woke up. This was agreeable to the child who fell asleep promptly.

## 2. Care and Development

**Adequate**

### Summary

Children are safe and cared for by a caring, calm and patient child minder. She is qualified to carry out her role and able to keep the children safe from harm and has adequate knowledge of what to do if she has concerns. However, some record keeping needs improvement. The child minder has begun to collate observations and assessments of the children in her care.

### Our findings

The child minder understands her role and responsibility to keep children safe and healthy. She follows relevant safety policies and procedures. We found that she had a satisfactory understanding of child protection procedures. Since registration, the child minder has completed safeguarding training. In discussions, she demonstrated suitable responses to scenarios of safeguarding matters. She told us that she felt she was confident to contact the relevant authorities should an allegation or an incident take place. We saw accident records available and they were well recorded and included parent's signatures, as did medication records. She has a current first aid certificate and there are consents in place for emergency medical treatment, outings, photographs, transport in the family car. We also viewed the daily registers and noted that the child minder's diary was not clear in the way children's times of arrival and departures were noted. We also viewed emergency evacuation logs and noted that the child minder made brief note of the dates in the margin of her diary. The log did not record the numbers of children and adults that took part in the evacuation or commented on how successful the practise was with the children. This is not sufficient. Creating an evacuation log will help the child minder to review her systems and make improvements to the safety of her service.

The child minder is a good role model in her interactions with the children. She was very calm and patient and intervened appropriately. We heard her remind children to say 'Please' and 'Thank you' and she encouraged both children to take turns. The child minder had a behaviour management policy and parents had signed to say they were accepting of this. The child minder's experience enables her to manage behaviour consistently and effectively. The child minder meets individual needs and responds to prompts from children. It was obvious from all of the interactions that the child minder knew the children well and that they were well cared for. She has written records of individual likes/dislikes and routines and the children's needs were met. She told us that she has begun to think about developing individual records noting children's observation and assessments. However, these were not yet formalised. We discussed the importance of noting children's individual assessments as this can help parents to further support their child at home. We noted that the child minder's particular strength was in using both Welsh and English language confidently. This helps children to become bilingual. We noted that the younger child sometimes understood an instruction or suggestion from the child minder when she explained something in Welsh. We were told that the child used both languages at home.

### **3. Environment**

**Adequate**

#### **Summary**

The child minder ensures the environment is welcoming and safe. Effective use of space allows children enough room to move around safely and chose where they want to play. Suitable resources are available that allow children to learn and develop. But the child minder needs to ensure that all areas that children have access to are safe and suitable.

#### **Our findings**

The child minder ensures the environment is generally safe for the children attending. Risk assessments of all the areas used by the children and all places visited had been completed. The premises is secure from unauthorised visitors entering or children leaving unsupervised. However, we noted that on the day of the inspection the side gate to the garden was left unlocked. We also noted that the child minder had a large trampoline. Although she told us that it was risk assessed and we saw records of that effect. The child minder did not have evidence of manufacturers information which ensured her that children of all ages could use the apparatus safely. We also noted that the rotary washing line had been folded down. This meant that all the cables were left trailing on the floor. This is a safety issues as trailing cables can be a trip hazards or can cause other serious injuries. Indoors we noted that the child minder had stored all cleaning fluids in the cupboard below the kitchen sink. This was not made inaccessible to the children. The child minder told us that she could not lock the cupboard due to the style of the doors fitted. We reminded the child minder of her duties to ensure that all areas were safe for children or she must consider restricting such areas. We also made it clear to the child minder that issues raised should be improved as a matter of priority. The child minder agreed to make improvements. After the inspection was completed, the child minder provided CIW of written confirmations of updated risk assessments. The child minder also wrote to us to inform us that all parents had been informed in writing regarding restrictions for use of the trampoline for children under 6 years old. We will check these issues have been sustained and monitored in the long term as part of the next inspection.

The child minder provides a range of suitable quality resources and equipment. Some of these were stored at a height suitable for the children to reach independently. The child minder informed us that these resources were rotated so children had access to different toys. We found that the toys, activities and games were clean and in good condition. We saw the child minder providing items that supported the age range of the children who attended the service. The child minder provides resources that support all the children's learning and development.

## 4. Leadership and Management

**Adequate**

### Summary

The child minder is effective in her management of the service she provides but needs to review some policies and procedures to ensure all the required information is included. She has begun her self evaluation of the service and involves the parents and children in the process. Positive relationships are developed between the child minder and parents and local community groups.

### Our findings

The child minder has a clear vision of the service and care she provides. We noted that there were a range of policies and procedures to support the child minder in the operation of her service. However, we noted that the child minder's policies for lost child and uncollected child did not contain the contact details for the local safeguarding board and CIW. This information becomes pertinent when an incident arises. We discussed this with the child minder who agreed to make the improvements. Overall, the Statement of Purpose (SOP) is in line with National Minimum Standards (NMS). However, it did not contain information about how parents are able to raise their concerns with the regulator CIW. The child minder was not aware that she needed to include information regarding raises concerns with the regulator CIW in her SOP as she had a separate policy in her operational file. The child minder agreed to update her SOP. The child minder told us that she had informed all parents that she has a pet dog and that the dog is not left with the children unsupervised at any time. However, we did not see any written acknowledgment of this from parents. The child minder agreed to include this as part of her written permissions for her service.

The child minder actively reviews the service and care offered. Annual quality of care report had been completed by the child minder which considered the views of children and parents. The child minder reviews the resources available and ensures that they are of good quality and suitable for the age and stage of development of the children on roll. The child minder informed us that the resources stored could be accessed independently and these were rotated so the children had different choices. Resources provided are suitable for the children attending. The child minder had positive working relationships with parents and provided daily verbal updates. From discussion, we were satisfied that the child minder understood her duty and the importance to maintain confidentiality at all times. We saw signed consent forms for photographs, activities, outings and the use of the trampoline. The child minder has positive partnerships with parents and is committed to working together for the children's wellbeing.



## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

None

### **5.2 Recommendations for improvement**

In order to further, improve the service for the children attending:

- Improve daily registers to include actual times of arrival and departures and not the expected times each day;
- extend Fire drill log to include details such as how many children and adults were present, date, times including comment whether it was successful or improvements required and why;
- improve observation and assessments of individual children to consistently record their next steps in learning;
- extend policies for lost child and uncollected child with more details regarding the time scales the child minder would follow in reporting an incident. Including the correct contact details for CIW;
- ensure that the SOP is updated to included details about how parents can raise concern with the regulator CIW;
- ensure that the parents have given written permission for the child minder's dog to be present when child minding, and
- ensure that the trampoline or large equipment used is appropriate for use for all the children on roll. Parents should be notified of any restrictions and the risk assessment updated accordingly.

## **6. How we undertook this inspection**

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

- We looked at what we already knew about the service, including notifications since the service was first registered in November 2017;
- the inspection was carried out by one inspector and took place over one visit. We received further information such as policies and procedures after the inspection visit was completed;
- we observed activities and interactions between children and the child minder;
- we sampled documentation and records, which included the SoP, policies and procedures, records of accidents, incidents and complaints log;
- we viewed operational plans, records of attendance and records of any medication administered and
- we viewed all parts of the premises which are being used for child minding purposes, looked at maintenance records and other documentation relating to safety measures and took account of the security measures in place. Our feedback was discussed with the child minder in full.

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

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## 7. About the service

Type of care provided	Child Minder
Registered Person	Sarah Harris
Registered maximum number of places	10
Age range of children	2 years to 12 years old
Opening hours	Monday to Friday 7.45am to 5.45pm throughout the year including school holidays
Operating Language of the service	Both
Date of previous Care Inspectorate Wales inspection	First inspection since registration in November 2017
Dates of this inspection visit	12 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 is working towards providing an 'Active Offer' of the Welsh language. 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	

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