



Childcare Inspection Report on

Margaret Mitchell

Penarth



Date Inspection Completed

01/07/2019

Welsh Government © Crown copyright 2019.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

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

Margaret Mitchell is a very experienced, well established child minder who has been registered with Care Inspectorate Wales (CIW) since July 2002 and provides care for up to 10 children from her home in the Penarth area of Cardiff. She caters for children up to the age of 12 years and operates Monday to Friday, 8am to 5.30pm. The child minder provides a service through the English language with occasional incidental Welsh and therefore, does not currently 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 attending this service have an appropriate voice as they are able to make some choices and decisions. They are very settled and have developed strong and positive relationships with the child minder and with their peers. They mainly spend their time visiting various playgroups and community sessions or places of local interest or are involved in free play and so make suitable progress. They benefit from being cared for by an experienced, warm and nurturing child minder who is supportive of children's needs and wishes. Some improvements could be made in relation to 'Care and development'. The child minder's home is very well maintained, comfortable and welcoming. There is a suitably varied range of toys and resources for children to choose from. On the whole, the child minder runs the service efficiently. However, policies and procedures should accurately reflect the service provided.

2. Improvements

Since the last inspection the child minder had implemented most of the recommendations made. For example, she has attended a longer paediatric first aid course, a development tracker was being used to record some children's progress and some of the policies had been reviewed to reflect changes in legislation, such as those relating to food allergens.

3. Requirements and recommendations

We made recommendations in relation to the statement of purpose, policies and procedures, observations of children, activity planning, safeguarding procedures and the Disclosure and Disbarring Service (DBS) check process. These are detailed at the back of the report.

1. Well-being

Good

Summary

Children are able to make choices and decisions about how they spend their time and speak and express themselves with confidence. They are very settled and happy to spend time with the child minder and visiting various playgroups, parks and other places of local interest with her. They interact positively with others and are developing good social skills.

Our findings

Children are confident communicators and have some opportunities to make choices in relation to their play. Because of this children have an appropriate voice. For example, children decided where they spent their time and the resources they used. They moved freely between the dining area, garden and the playroom. One child asked, *"I want to see how big I am!"* The child minder responded positively to this and replied, *"Let's measure you,"* thus enacting upon the child's wishes.

Children are content and express enjoyment; they have a sense of belonging and are familiar with the routines. Therefore, children feel very safe, happy and valued. For instance, after waking from an afternoon nap, the youngest child immediately went to play alongside the other child and busied themselves with a driving toy. This showed that they felt at ease in their surroundings and in the others' company.

Interactions between children and the child minder are consistently good as the children cooperate well and are actively engaged and interested in the play opportunities available to them. For instance, during some imaginative role play a child commented to the child minder, *"I'm taking them shopping!"* thus showing that they were immersed in their imaginary game. The child minder replied to provide positive encouragement; *"Are you? That's such a good idea!"*

Children benefit from experiencing free play at the child minder's home and also from other leisure and recreational activities in the local community. Children therefore very much enjoy their play and learning. In the morning, children had attended a playgroup session where they mixed with other children and had undertaken some craft activities. They regularly visited other places in the day and only occasionally spent time at home. One child asked where they were going in the afternoon as they were used to being out and about. However, the children were equally content to choose different resources and moved from room to room. When a child took a tea pot outside to water the plants, the child minder fetched a watering can to enhance their experience and they spent some time engaged in this activity.

Children experience a suitable variety of age and developmentally appropriate opportunities that promote their all-round development and enable them to follow their own interests.

They therefore make adequate progress. For instance, children are able to choose how they spend their time and they take part in some structured activities when they attend different playgroups and activity sessions.

2. Care and Development

Adequate

Summary

The child minder is an experienced practitioner, having looked after children for over 30 years. She is a positive role model for children and provides a very warm and nurturing environment where children are encouraged and supported to do things for themselves. Some improvements could be made in respect of activity planning, tracking of development and policies and procedures.

Our findings

The child minder promotes health and safety by encouraging healthy eating and checking children for their safety. She has a general awareness of safeguarding procedures and infection control procedures although some policies and procedures would have benefitted from updating and reviewing in light of best practice guidelines. For example, the child minder had undertaken training in child protection and the 'Prevent Duty' and her policy reflected this, although through discussion she demonstrated some uncertainty about the procedure to follow if she had any safeguarding concerns. On the whole, the child minder promoted good hygiene by encouraging handwashing and providing individual handtowels for children to dry their hands on, although the nappy changing policy did not reflect all of the recommended infection control procedures. The child minder demonstrated she considered children's health and safety by ensuring the children were well hydrated, offering healthy snacks and checking on sleeping children.

The child minder manages interactions well. She is responsive to their needs and wishes and she listens to the children's views. All interactions are positive and demonstrate genuine warmth and kindness towards the children. For instance, the child minder constantly talked to the children as they ate their lunch and played and provided them with lots of encouragement. When a child played with play dough, the child minder showed interest; "*Are you making a Christmas tree? Try and roll it flat.*" When the child replied that they could not do it, she encouraged, "*Yes you can, press harder. See, you've done it!*" The child persevered, followed her advice and therefore completed the task by themselves.

The child minder provides an appropriate range of play and learning and therefore the child minder promotes children's development adequately. Children regularly attend various community groups and a brief daily diary is maintained to reflect where they have been during the day such as the splash park and to the park and pier. Whilst the child minder ensures that the children are stimulated and have enjoyable experiences, activities are not formally planned to support children's specific development needs. A development tracker was being used to record the younger children's progress, but the outcomes were not dated to show progression. The child minder had relevant policies and procedures in relation to activities and learning but there was no evidence to support how or in what way

the practice detailed was being implemented, such as activity plans or individual observations of what children could do.

3. Environment

Good

Summary

The child minder provides care from her home in Penarth which is very well maintained, comfortable and well resourced. This means that she successfully makes sure that is a safe, secure and stimulating environment for children to spend time in.

Our findings

The child minder successfully ensures that the environment is safe, secure and very well maintained both indoors and outdoors. This is because she has developed appropriate risk assessments to identify and manage potential risks, she performs regular fire drills so that children know what to do in the event of a fire and a regular programme of maintenance is carried out.

The environment has good indoor play space for children to move freely and the child minder ensures that the outdoor play space is used as often as possible. As a result, children have plenty of room to spread out and take part in different activities, they have freedom of movement and they get lots of fresh air. Older children are able to relax on the sofa in the playroom and younger children sleep in a pushchair. Children of all ages have a choice of sitting at the low-level table and chairs or the dining table and chairs according to whichever suit their needs. Older children are able to independently use the upstairs bathroom, although the younger children require assistance due to the stairs and stairgates in place.

The child minder ensures that many children can access good quality and a satisfactory variety of age-appropriate furniture, toys and equipment both indoors and outdoors. For example, small world toys, craft materials, interactive toys, books and a television and DVD player. Many of the resources are stored so as to be accessible to children. The paved garden area allows children to sit outside and play in all weathers and contains a good range of outdoor toys.

4. Leadership and Management

Adequate

Summary

The child minder has all of the appropriate documents, records and policies to ensure the smooth running of the service and to meet regulatory requirements and national minimum standards. She has developed strong and positive partnerships with parents and keeps them suitably informed about their child's well-being and progress. Some improvements could be made.

Our findings

The child minder demonstrates sufficient leadership skills in the documents and records that she keeps for her service. However, the service's policies and procedures are not wholly reflective of the care provided and require updating. For example, the statement of purpose did not include details such as the name of service, contact numbers and address as is required by the regulations. The child minder confirmed following the inspection that this had been added and was therefore compliant. There was a comprehensive set of policies in place that showed understanding of current best practice and these had been dated to indicate that they had been reviewed, however, not all were truly reflective of the actual care service provided. For instance, daily diaries were not completed by the child minder and detailed and activity planning was not formally taking place.

The child minder reviews the quality of care on an annual basis and seeks parents' views as part of this process. The report provided for the previous year gave a largely a narrative account of tasks and activities undertaken to meet the national minimum standards rather than an evaluation or reflection of the service she provides. No specific targets or actions had been identified for the service. The child minder therefore evaluates and plans for improvements adequately.

The child minder manages her time appropriately and prioritises activities according to needs. For example, all core training such as first aid, child protection and food hygiene, was up to date. She had a current disclosure and barring service check (DBS) check but had not completed the process by sending the certificate to CIW. Attendance records showed that the child minder was operating within her conditions of registration by caring for no more than ten children at any one time and adhering to the numbers of children. The times of arrival and departure appeared to be block times although the child minder confirmed that these were an accurate reflection of when the children attended the service, as is required.

The child minder keeps parents suitably informed of their child's well-being and progress through verbal feedback and a phone messaging service. For example, she often sent photos using 'WhatsApp' to show what the children had been doing during the day. The child minder said that parents had received copies of contracts and some of the policies such as the behaviour and complaints policies. Parents had provided feedback that, "*Marg*

is a wonderful provider of care...She caters for all their needs and is a wonderful role model as they grow into a teenager.” She has also developed positive links with the community by attending, and running, various playgroups and tea mornings and by regularly networking with other child minders in the area.

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 to:

- update the nappy changing policy to reflect current public health guidelines and procedures;
- ensure that what children do is observed and recorded to help plan the next steps for children's play, learning and development;
- record the date of when children meet developmental outcomes to reflect the progress made;
- refresh knowledge of safeguarding procedures so that she would be confident of what to do if she had concerns for a child;
- review policies to ensure that they accurately reflect practice and update them accordingly; and
- ensure the DBS process is completed by sending CIW the DBS certificate.

6. How we undertook this inspection

This inspection was undertaken by two inspectors as part of the scheduled programme of inspections and took place on 1 July 2019. As part of this inspection we:

- made general observations of the interactions between the child minder and the children attending the service and talked to the practitioner and the children;
- provided questionnaires for parents to fill out and send to us, if they so wished.
- viewed records and documents including: the attendance register, children's contracts, policies and procedures, accident and incident records, medication records, the service's statement of purpose; and
- performed a visual inspection of the rooms of the areas used by the service.

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	Margaret Mitchell
Registered maximum number of places	10
Age range of children	Up to 12 years
Opening hours	8am to 5.30pm, Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	28 April 2015
Dates of this inspection visit(s)	1 July 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:	

Date Published 11/09/2019