



Care and Social Services Inspectorate Wales

Children and Families (Wales) Measure 2010 Child Minding and Day Care (Inspection and Information for Local Authorities) (Wales) Regulations 2010 The Child Minding and Day Care (Wales) Regulations 2010

Inspection Report

Rebecca Anne Roberts

Wrexham

Type of Inspection – Focused
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Summary

About the service

Rebecca Roberts was registered as a child minder in November 2011. Care is provided from her family home in a quiet residential area in the village of Bradley, near Wrexham. Children can play in the lounge and dining room. An enclosed garden to the rear of the property is used for outside activities.

The child minder can care for up to 3 children under the age of 8 years, as well as her own three children. The child minder was currently caring for 6 children from 5 families on a part time basis.

Although the main language used is English the child minder uses lots of Welsh with the children. The child minder offers a service taking children to and collecting them from the local playgroup and primary school.

What type of inspection was carried out?

This was a scheduled unannounced inspection and focused on the life and experiences of the two children attending.

This report is based upon the following;

- A knowledge and history of the setting
- Discussion with the child minder
- Talking to the young children present
- Meeting the husband of the child minder and their son who came home for the afternoon.

What does the service do well?

The child minder runs a very professional service and is highly pro-active in moving her service forward. She has lots of ideas and makes constant improvements that benefit both children and their parents. At the time of the inspection the child minder was trying to organise a first aid course for parents to improve their knowledge and ensure they know what to do in an emergency situation.

Children are encouraged to be independent and to make decisions themselves.

Children visit different places including toddler groups and sing and sign sessions and local parks where they can be physically active. Regular outings are undertaken to local places of interest, on foot or in the car to extend the children's knowledge of the world around them.

The child minder maximises language and learning opportunities both in English and Welsh.

What has improved since the last inspection?

The child minder regularly reviews her service and provides a quality care report. Many aspects of the service have been improved for the benefit of the children such as the self registration board when they arrive at the child minder's home. This also includes re-organising the rooms to maximise the play space for the children. New blinds, a new sofa and extra storage have meant that children have a more comfortable space to relax and

the resources can be accessed more easily.

The child minder now keeps records on the computer which are securely stored and appropriately backed up and has changed the way in which she communicates daily with parents. This is now also done electronically. The child minder has a web site and through this parents can access other information sources, for example it links to the CSSIW web site. A password protected social media site means that parents can receive updates every day. The child minder has reviewed her policies and procedures and has purchased toys and resources to provide the children with a greater variety of learning experiences. The child minder has a Celebrating Success Award that congratulates children on their achievements. This may be something such as showing kindness or being able to fasten their coat.

The child minder has almost completed her level 3 qualification.

What needs to be done to improve the service?

Although there were no non compliance notices issued resulting from this inspection visit the child minder was reminded that her husband also requires a DBS check every 3 years through CSSIW as part of her child minding service. It was noted however that he works in the police force and also has a current DBS for his work with the scouts. The child minder was already in the process of renewing the disclosure.

The following were discussed to improve practice;

A form including the date and time needs to be completed every time a request is made to administer medication. It must be signed both before and after medication is given by the parent. The time of the last dose should be recorded along with the reason medication is required and any side effects. The time of the last dose at home should also be recorded. Any children with allergies should have a detailed care plan in place so that it is clear what action needs to be taken and when. Depending on the individual case appropriate training may also be required.

Risk assessments are required for visits and outings undertaken with the children.

The progress and development of the children should be recorded and link to activity planning showing simple learning outcomes and skill development opportunities.

Quality of life

Children come first at this child minding setting and as a result they enjoy a good quality of life. The children's rights and control, fulfilment and physical and emotional wellbeing were seen to be promoted well.

Parents and children are treated with respect and have a voice. The child minder spoke knowledgeably about the individual needs of the children she minds and children benefit from being cared for by a child minder who makes a priority of good communication and working in close partnership with parents, so that she can meet their needs and preferences. New updates for the parents via e mail, evidence how the children spend their time with the child minder have been well received by parents.

Parents are able to influence the way their children are cared for initially through completing registration forms which include information about the children. It was clear during the inspection that the child minder knew the children in her care very well as the children were seen to be treated with affection and respect and as a result they were both happy and relaxed.

Physical wellbeing is promoted through spending time outdoors in the garden and in local parks where children can be active. Children can be cared for in the event of an accident as the child minder has attended First Aid training and has a current certificate. The child minder provides healthy snacks and meals which include plenty of fresh fruit and vegetables with milk or water to drink.

Children are able to have opportunities to learn, be active, and are positively occupied whilst with this child minder. Throughout the inspection visit the children were happy, enjoyed the activities and were busy playing and clearly enjoyed being with the child minder. The children were encouraged to do things for themselves, and make choices. about their play from a variety of toys that were available or easily accessible. There was plenty to choose from and play with. Children learn to share and take turns by playing together and friendships are encouraged.

Children experience warmth and kindness from this child minder. Both children were praised often, increasing their self esteem and confidence. The child minder displayed patience and skill in ensuring that they all received ample care and attention during the inspection visit. Overall parents can be assured that their children are being well cared for by a professional child minder and are thriving in a happy, friendly and relaxed environment.

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Quality of staffing

This inspection focussed on the Quality of Life. CSSIW did not consider it necessary to look in depth at the Quality of Staffing on this occasion. However this theme will be considered during future inspections.

Quality of leadership and management

This inspection focussed on the Quality of Life. CSSIW did not consider it necessary to look in depth at the Quality of Leadership and Management on this occasion. However although this theme will be considered during future inspections, the child minder is constantly looking for improvements and an annual review of the service is carried out. The child minder enjoys her role and sharing experiences with the children and their families.

Quality of environment

This inspection focussed on the Quality of Life. CSSIW did not consider it necessary to look in depth at the Quality of Environment on this occasion. However this theme will be considered during future inspections.

How we inspect and report on services We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focussed inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.