

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

Formstone Susan Mary

Deeside

Type of Inspection – Focused

Date(s) of inspection – Monday, 22 June 2015

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Summary

About the service

Susan Formstone is currently registered with the Care and Social Services Inspectorate Wales (CSSIW) to care for a maximum of five minded children at any one time under the age of eight years. The child minder is aware that she can apply for a variation in registered numbers to increase her permitted numbers to six minded children when her youngest child reaches eight years of age, a request must be forwarded to CSSIW for approval. Care has been provided in this family home, Monday to Friday throughout the year except for Bank Holidays, since October 2008. The child minder's husband and sons aged seven and sixteen years of age live at the child minding premises. All persons over sixteen years of age and in contact with minded children at this address have current Disclosure and Barring Services certificates (DBS's), previously known as CRB's. The rooms used for child care include the lounge, dining area, kitchen and bathroom facilities, all located on the ground floor of the premises. These areas are spacious, clean, bright and suitable for child care. The children can access the rear garden through the kitchen for outdoor play. The child minder also takes children out into the community as she lives conveniently close to local parks, play centres, toddler groups, playgroups and schools.

English is the main language spoken at this setting with basic Welsh and Polish used confidently as additional languages.

What type of inspection was carried out?

This was a scheduled unannounced, focused inspection which considered the quality of life and the experiences and happiness of the children present.

Information for this report was gathered from:

- A previous knowledge of the setting including the previous inspection report
- Examination of some written documentation including the settings certificate of registration and statement of purpose
- Observation of the activities, interactions and procedures on the day of the inspection visit and the overall happiness of the children present.
- Observation of the use of the environment and equipment available
- Speaking to the child minder and children present
- Comments made in CSSIW questionnaires returned from parents using the service

What does the service do well?

The child minder is part of the Flying Start scheme and provides care for two year olds placed with her. She has previously provided funded places for The Foundation Phase Early Entitlement Scheme in Flintshire and continues to be a member of the Professional Association for Childcare and Early Years (PACEY).

The child minder has NVQ qualifications at level 3 and 4 in Childcare and is currently

studying part time to achieve a Foundation Degree in Childhood Studies.

The child minder is mindful of the children's emotional and social needs and promotes these by attending local toddler groups, playgroups, cylch meithrin and play centres with the children.

The child minder encourages the children to be confident, independent and develop their self esteem. Children do plenty for themselves, for example tidy up toys, preparing for and giving out snack, sharing and developing consideration for each other.

Testimonies and 'Thank you' cards seen from previous service users evidenced how grateful parents were to this child minder for her hard work and commitment. Three CSIW parent questionnaires were also returned from current service users, they described the child minder as being very professional in her approach to child minding, lovely, nice natured, trustworthy, appreciated and doing a fantastic job. One parent has noticed that the setting is well resourced for children of all ages and that the activities provided meet the needs and interests of both of her own children. Another parent stated that her child has made good progress since attending the setting and loves being with the child minder. In respect of developing the language skills of a child whose first language is neither English nor Welsh, a parent stated that the impact on her child's language skills has been enormous. Comments also included reference to her previous good inspection reports and good reputation locally.

What has improved since the last inspection?

The child minder is established in her practice and has sufficient toys and good facilities, she strives to improve her practices by attending regular training and seeking continuous professional development through updating qualifications, being involved in new initiatives such as Flying Start and progressing her education in child care to a higher level.

What needs to be done to improve the service?

There were no issues of non compliance to report.

However the child minder has departed from the National Minimum Standard 15.7 in having four children under the age of five years present from 11.45am to 12.00, Monday to Friday during term time only, between January 6th 2015 to July 24th 2015. This arrangement was put in place to provide continuity of care for a child already attending the setting, the parent had a change in employment. We found no evidence that this departure from the Standards affected the care of the children. Risk assessments were completed for the 15 minute period when children were walked back to the child minders home from playgroup. This clause is to be removed from the Statement of Purpose on 24th July 2015 and a reviewed copy forwarded to CSSIW immediately.

No positive practice recommendations were discussed with the child minder on this occasion as all aspects of care observed were seen to be very good.

Quality Of Life

Children at this setting at the time of the inspection were seen to have good rights and control. They were fulfilled by their environment and activities made available to them and had their physical and emotional needs met. Their well being is nurtured and promoted and they were seen to be happy and confident whilst with the child minder.

Children and their parents have a voice and are encouraged to speak up. We spoke to the child minder about the children she currently cares for. The child minder spoke knowledgeably about the children and knew the children's preferences well. The child minder described the different forms of communication she had with parents of the children and how the various strategies she had tried to settle children in her care had been communicated to them through the use of a daily diary as well as verbal discussions. CSSIW parent questionnaires evidenced that all three parents returning their forms were happy with the information received when they registered their child at the setting and that they received sufficient feedback from the child minder regarding their child's day. The child minder meets the emotional needs of children attending whose first language is neither English nor Welsh, we discussed how they settled in and in time became familiar with the child minder who had herself developed a basic understanding of the Polish language. Knowing children well and being aware of a variety of strategies to promote children's preferences and their rights and control, is beneficial to children's emotional wellbeing.

Children have choice. We saw the children choosing from a range of toys and learning resources which they were able to access in the playroom. The resources for all areas of learning as recommended for 'Flying Start' and 'The Foundation Phase' were stored on low level shelving. We heard the child minder asking the children "do you want me to get the play dough out to make some apple pies?" when they were pretending to cook in the home corner and asking the youngest child who was tired, what he wanted to play with. The child minder supported the children and was observed teaching the children how to use the resources and play items. Interactions were positive and generated a happy atmosphere. Toys such as blocks, a sensory basket, small world sets, books, table top activities and a home corner were being played with by the three children under three years of age when we arrived. Having a range of toys for the children to choose from is beneficial to children as it promotes their independence and keeps them stimulated and gives them control over how they choose to spend their day.

Children's good health was promoted in a variety of ways. The premises were clean and children were encouraged to wash their hands after going to the toilet. The snack offered was healthy and was served on the dining room table. Speaking with the child minder evidenced that she is aware of any allergies and medical needs the children may have. Parents can be confident that any individual needs would be considered as the child minder has experience of caring for children with additional needs.

Children are treated with warmth, dignity and respect. The child minder was heard to speak to the children calmly and with quiet tones which the children responded well to. The children's views were valued and they were listened to. We observed children being independent and the child minder was keen to praise them for tidying up and asked them "what will work?" to which they replied "team work". The children clearly understood the reasons behind everyone helping to tidy up and really enjoyed the praise "good job" and rewards provided. Responsive care such as this promotes children's independence and dignity whilst reassuring the child that support is available should they want it. Children appeared secure, as they were happy and comfortable with their carer in her home.

Quality Of Staffing

This inspection focused on the experiences of the children. CSSIW did not consider it necessary to look at the 'quality of staffing' on this occasion. However this theme will be considered during future inspections.

Quality Of Leadership And Management

This inspection focused on the experiences of the children. CSSIW did not consider it necessary to look at the 'quality of leadership and management' on this occasion. However this theme will be considered during future inspections.

Quality Of The Environment

This inspection focused on the experiences of the children. CSSIW did not consider it necessary to look 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 focused. 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.

- **Focused 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. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused 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.

