



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Childcare Inspection Report on

Claire Sumner

Connah`s Quay, Deeside



Date of Publication

29 September 2017

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Description of the service

Claire Sumner operates a child minding service from her home in Connah's Quay, Deeside. She is registered to provide care for a maximum of 10 children, under the age of 12. The service opens Monday to Friday from 7:00am- 18:00pm.

English is the main language of care. The service does not provide an 'Active Offer' of the Welsh language. This is because the service is situated in a primarily English speaking area.

Summary of our findings

1. Overall assessment

This was a focused inspection to follow up on non compliance. Therefore we only looked at aspects of the environment and leadership and management. There were no children present at that time of inspection due to the child minder's own child feeling unwell

The child minder has made some improvements regarding her policies, procedures and children's attendance records. However, the service is still not run successfully with many matters needing attention.

2. Improvements

Since the last inspection the child minder has:

- Ensured children have access to hand washing and drying facilities;
- reviewed her policies and procedures;
- recorded children's attendances;
- completed a fire drill with the children and
- ensured the front door is secure.

During the course of this inspection the child minder sent us:

- An amended statement of purpose containing all required information;
- a nappy changing policy;
- an amended risk assessment for the front garden and
- written confirmation of booking training for safeguarding and Paediatric First Aid.

3. Requirements and recommendations

We found the service did not meet legal requirements and we have issued three non compliance notices to ensure these matters are addressed immediately. These matters relate to Disclosure and Barring Service (DBS) certificates and Paediatric First Aid training. Three further non compliance matters were identified relating to the quality of care review, children's individual records and the child protection procedure but we found these did not affect the care of the children; therefore we have brought these to the attention of the child minder in order for them to be addressed.

We also made recommendations to further improve practice in relation to risk assessments for the front garden, attendance records, fire drill records and the statement of purpose.

1. Well-being

Summary

As this was a focused inspection and because there were no children present, we did not inspect this theme. However, this theme will be considered at future inspections.

Our findings

1.1 To what extent do children have a voice?

We did not inspect this key area.

1.2 To what extent do children feel safe, happy and valued?

We did not inspect this key area.

1.3 How well do children interact?

We did not inspect this key area.

1.4 To what extent do children enjoy their play and learning?

We did not inspect this key area.

1.5 How well do children develop, learn and become independent?

We did not inspect this key area.

2. Care and Development

Summary

As this was a focused inspection and because there were no children present, we did not inspect this theme. However, this theme will be considered at future inspections.

Our findings

2.1 How well do practitioners keep children safe and healthy?

We did not inspect this key area.

2.2 How well do practitioners manage interactions?

We did not inspect this key area.

2.3 How well do practitioners promote children's play, learning and development and meet their individual needs?

We did not inspect this key area.

3. Environment

Summary

As this was a focused inspection, we did not inspect the whole of this theme and focused on the safety of the environment. However, the whole of this theme will be considered at future inspections.

The child minder follows health and safety practices and ensures the environment is safe for children.

Our findings

3.1 How well do leaders ensure the safety of the environment?

The child minder has measures in place to ensure the environment is safe for children.

We saw the premises were secure with access through the front door which was locked at all times. Children's attendance records were up to date which ensured all children could be accounted for in the event of an emergency. We recommended siblings had their own attendance record rather than sharing.

The child minder carried out daily environment checks where she removed any potential hazards. Risk assessments were written and followed and we were satisfied the environment was safe for children. Through discussion, the child minder explained how she managed the children's safety when using the front garden. However, this had not been added to the risk assessment.

The child minder told us children had practised what to do in an emergency and this was confirmed when we read the child minder's diary evidencing a fire drill had recently taken place. Further information needed recording such as time taken to evacuate the premises and any difficulties encountered.

The child minder told us she had ensured children had access to hand washing and drying facilities which was confirmed when we inspected the bathroom.

The child minder adheres to the service's health and safety policies and procedures and the environment is safe for children.

3.2 How well do leaders ensure the suitability of the environment?

We did not inspect this key area.

3.3 How well do leaders ensure the quality of resources and equipment?

We did not inspect this key area.

4. Leadership and Management

Summary

As this was a focused inspection, we did not inspect the whole of this theme and focused on three key areas. However, the whole of this theme will be considered at future inspections.

Leadership is not effective. There are many matters which need addressing urgently in order to provide a service that meets with our regulations and standards.

Our findings

4.1 How effective is leadership?

The child minder does not ensure the service complies with all regulations and National Minimum Standards.

Some areas of non compliance had still remained from the last inspection. We discussed this with the child minder and explained the potential impact of not meeting agreed timescales set out in the non compliance notices. The child minder told us she would address some matters that day and if not the following week.

We read the statement of purpose and found it was limited and did not provide parents with a comprehensive picture of what the service offered. Most of the required information was missing. However, during the course of the inspection, the child minder sent us an amended copy which complied with regulations. She must ensure she provides a copy of this amended document to all parents.

Policies and procedures were located on the child minder's computer and we could see these had been recently reviewed. The child minder was familiar with most of her policies, however, she was still unsure how to make a child protection referral, should she have a concern about a child.

We looked at a range of records including children's individual records, children's contracts and the child minder's diary and saw some were appropriately maintained and others were not. Three children's individual records were missing. We were told the children's contracts had recently been renewed and they not been returned by parents. Despite this, the child minder managed to get two of these individual records returned during inspection. However, one child did not have any individual records. We highlighted the importance of keeping children's previous records in place whilst new contracts were being drawn up and signed by parents. This would ensure the child minder has all the necessary information in the event of an emergency.

The child minder does not run the services successfully.

4.2 How effective is self evaluation and planning for improvement?

The child minder has limited systems in place to improve her service.

The child minder had still not completed her annual quality of care report. This meant she had not evaluated her practice or the care given to children. At the last inspection in June

2017, she told us she was due to send questionnaires to parents which would provide her with parent viewpoints about the service and be included in the quality of care review. However, there was no evidence questionnaires had been sent.

We found the child minder had made some improvements to her service but serious non compliance issued still remained from the last inspection.

The child minder does not evaluate her service appropriately. She listens to advice but does not always take urgent action when required.

4.3 How effective is the management of practitioners, staff and other resources?

The child minder does not manage paperwork effectively or keep up to date with training.

Both the child minder and the child minder's husband had still not renewed their DBS certificates since the last inspection. This meant she and her husband had not undergone our suitability checks, which was of concern.

At the last inspection, the child minder was told she must renew her Paediatric First Aid certificate and she had still not attended training. This meant in an emergency situation we would not have confidence in her ability of administer emergency first aid. We also reminded the child minder of the importance of attending safeguarding training which was also mentioned at the last inspection.

The child minder does not fully demonstrate her suitability to care for children. These are serious matters and non compliances notices have been issued.

4.4 How effective are partnerships?

We did not inspect this key area.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

- Regulation 6 (3) (a) (i) the child minder's DBS expired 8 months prior to inspection.
- Regulation 30 (1) (a) the child minder did not maintain/keep relevant records for each child.
- Regulation 25 (c) the child minder did not ensure unnecessary risks to the health and safety of children are identified and so far as possible eliminated.

5.2 Areas of non compliance identified at this inspection

We informed the responsible individual that they were not complaint with the following regulations:

- **Regulation 6 (3) (a) (i) of The Child Minding & Day Care (Wales) Regulations 2010**; the child minder must provide the Welsh Ministers an enhanced criminal record certificate and the application for that certificate, which is countersigned by the Welsh Ministers.
- **Regulation 20 4 (a) of The Child Minding & Day Care (Wales) Regulations 2010**; the child minder must confirm to the Welsh ministers that in respect of each person who has attained the age of 16 and who lives on the premises an enhanced criminal record certificate has been issued.
- **Regulation 24 (2) (b) of The Child Minding & Day Care (Wales) Regulations 2010**; the child minder must ensure that at all times at least one person caring for relevant children has a suitable first aid qualification.

We consider these to be serious matters and have issued non compliance notices.

We informed the responsible individual that they were not complaint with the following regulations:

- **Regulation 22 (1) (a) of The Child Minding & Day Care (Wales) Regulations 2010**; the child minder must implement a written policy which is intended to safeguard relevant children from abuse or neglect.
- **Regulation 30 (1) (a) of The Child Minding & Day Care (Wales) Regulations 2010**; the child minder must maintain and whilst relevant children are being cared for by the child minder, keep at the relevant premises, records in relation to the matters specified in schedule 3.
- **Regulation 16 of The Child Minding & Day Care (Wales) Regulations 2010**; the child minder must make suitable arrangements to establish and maintain a system for monitoring, reviewing and improving the care given to children.

We did not issue a non compliance notice as we did not find evidence on this occasion that these had an impact on the well being of children. However, these matters must be addressed.

5.3 Recommendations for improvement

We recommended:

- Written risk assessments are amended to add measures in place for keeping children safe when playing in the front garden;
- siblings have their own individual attendance records rather than sharing;
- fire drill records need further information adding such as time taken and any difficulties encountered and
- the amended statement of purpose needs to be shared with parents.

6. How we undertook this inspection

This was a focused inspection to test non compliance. The child minder was given short notice to check their availability.

One inspector visited the service on Wednesday 9 September 2017 for approximately 1.5 hours.

We:

- Inspected a sample of documentation and policies;
- spoke to the child minder;
- looked at the environment and
- considered information sent in between inspections.

Further information about what we do can be found on our website www.cssiw.org.uk

7. About the service

Type of care provided	Child Minder
Registered Person	Claire Sumner
Registered maximum number of places	10
Age range of children	0-12 years
Opening hours	7:00-18:00 Monday to Friday
Operating Language of the service	English
Date of previous CSSIW inspection	12 June 2017
Dates of this inspection visit(s)	6 September 2017
Is this a Flying Start service?	No
Is early year's education for three and four year olds provided at the service?	No
Does this service provide the Welsh Language active offer?	No
Additional Information:	



Care and Social Services Inspectorate Wales

Children and Families (Wales) Measure 2010 Child Minding and Day Care (Wales) Regulations 2010

Non Compliance Notice

Child Minder

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in CSSIW taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website
www.cssiw.org.uk

Claire Sumner

Connah`s Quay, Deeside

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Staff prompt: select title as required

Leadership and Management

Non-compliance identified at this inspection and action to be taken

Description of Non Compliance / Action to be taken	Timescale for completion	Regulation number
<p>The child minder did not have an up to date DBS certificate.</p> <p>The child minder must provide the Welsh Ministers an enhanced criminal record certificate and the application for that certificate must be countersigned by the Welsh Ministers.</p>	29/11/2017	Regulation 6 (3) (a) (i)
<p>The child minder's husband did not have an up to date DBS certificate.</p> <p>The child minder must confirm to the Welsh ministers that in respect of her husband an enhanced criminal record certificate has been issued.</p>	29/11/2017	Regulation 20 4 (a)
<p>The child minder did not have an up to date Paediatric First Aid certificate.</p> <p>The child minder must provide us with evidence to confirm she has attended Paediatric First aid training and been issued with a certificate.</p>	27/12/2017	Regulation 24 (2) (b)

Regulation 6 (3) (a) (i) of the Child Minding and Day Care (Wales) Regulations 2010; the child minder must provide the Welsh Ministers an enhanced criminal record certificate and the application for that certificate, which is countersigned by the Welsh Ministers.

We asked the child minder if she had renewed her DBS certificate in order to ensure she is suitable to work with children. She told us she had sent her application to CSSIW and was awaiting for her certificate to be issued.

The impact on children using the service is that the child minder is unable to satisfy us that she is suitable to have contact with children.

Regulation 20 4 (a) of the Child Minding and Day Care (Wales) Regulations 2010; the child minder must confirm to the Welsh ministers that in respect of each person who has attained the age of 16 and who lives on the premises an enhanced criminal record certificate has been issued.

We asked the child minder if she had renewed her husband's DBS certificate. This issue was raised at the last inspection on 12 June 2017 but had not been addressed. The child minder told us as soon as she had money available she would complete the application. We explained that until 2018, CSSIW pay for DBS applications for child minders and their family members.

The impact on children using the service is that the child minder is unable to satisfy us that her husband is suitable to have contact with children.

Regulation 24 (2) (b) of the Child Minding and Day Care (Wales) Regulations 2010; the child minder must ensure that at all times at least one person caring for relevant children has a suitable first aid qualification.

We asked the child minder if she had attended Paediatric First Aid training as this issue was raised at the last inspection which was 12 June 2017. She told us she had not yet booked the training. We explained the importance of attending First Aid training urgently and she told us she would book the training by the end of the week ending 10 September 2017.

The impact on children using the service is that their health and safety is at risk. Without having attended recent training we do not have confidence in the child minder's ability to carry out emergency first aid and protect the health of children should there be an emergency.