



Inspection Report

Nicola Quick

Pontypridd



Date Inspection Completed

11/06/2021

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About the service

Type of care provided	Child Minder
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	Manual Insert Post Registration Inspection
Is this a Flying Start service?	Manual Insert No
Does this service provide the Welsh Language active offer?	This service 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 the service

<u>Well-being</u>	No Ratings Issued
<u>Care and Development</u>	No Ratings Issued
<u>Environment</u>	No Ratings Issued
<u>Leadership and Management</u>	No Ratings Issued

For further information on ratings, please see the end of this report

Summary

This is an inspection undertaken during the Covid-19 pandemic. We have therefore focused on the priority areas for this setting and not the full quality framework.

Children are happy and settled at the service. They have warm and supportive relationships with the child minder and very much enjoy the time they spend at her home. They are able to make choices about their play and have good opportunities to develop their independence.

The child minder understands her responsibility to keep children safe and provides supportive and nurturing care. She is in the earlier stages of developing a system to monitor and record children's progress and she ensures that children have access to a good selection of play opportunities to support their all-round development.

The home is spacious, welcoming and suitable for the needs of children who attend the setting. It is safe and secure and there are appropriate safety checks to ensure children's welfare. Children benefit from a good selection of play and learning resources suitable for their age and stage of development and toys and equipment maintained to a good standard.

This is the child minder's first inspection since registering with Care Inspectorate Wales (CIW). She is making good progress in developing her child minding business and in developing appropriate recording keeping systems to support her service. She maintains good links with parents who use her service and they speak highly of the care she provides.

Children make choices and very much enjoy the time they spend at the child minders home. They are confident children who speak up and make their needs and wishes known. They have consistent opportunities to follow their play interests and to make decisions and choices about what they like to do. Children are beginning to communicate verbally but also use non - verbal methods, to show the child minder what they like and want.

Children are happy and familiar with the home and are comfortable with the routines of the setting. They are confident to move around the home independently, selecting toys and resources of their choosing, assisted by the child minder when necessary. They follow their interests and are supported effectively by the child minder, so that they gain as much as possible from their play opportunities. They are forming positive bonds of attachment with the child minder and enjoy her involvement in their play. They are relaxed and comfortable in her presence, approach her for cuddles and reassurance and receive encouragement and praise to support their confidence and well-being. We saw a child settle immediately on arrival at the home and witnessed them quickly select toys to play with.

Children benefit from a good selection of play and learning opportunities suitable for their age and stage of development. They enjoy playing with small toys and have opportunities for outdoor play. There are regular trips to the park and other outdoor areas to extend children's social experiences. Prior to the pandemic, there were trips to a local library, soft play centres and playgroups. We saw examples of cards children had recently made and photographs of children engaged in many different types of play activities.

Children have opportunities to develop new skills and become independent in line with their age and stage of development. They are given time and space to select their own toys and follow their own interests, supported by the child minder when required. We saw a young child show confidence in looking through storage drawers, picking out toys without assistance and happily moving from one play activity to another.

Care and Development

No Rating Required

The child minder understands her role and responsibilities to keep children safe in her care. She has appropriate record keeping systems for accidents, incidents and medication records, and although she has yet to administer medication the policy is clear about what she has to do. She has a system to record any concerns about children's welfare, an appropriate safeguarding policy and procedure and has recently completed a safeguarding course to develop her knowledge in this area. She implements suitable measures to reduce the risks associated with Covid-19 and has a risk assessment and policy in relation to this. Risks are identified, and as far as possible minimised and the child minder has put in place suitable arrangements to reduce hazards to children in her care. The child minder practises fire evacuation drills at suitable intervals and maintains records of these events. She has a current paediatric first aid certificate and is able to deal with minor issues should they arise.

The child minder manages children's behaviour effectively. She does this by being a good role model, treating children kindly and respectfully resulting in a calm atmosphere within the home. She communicates in a soft and quiet manner, giving positive eye contact when supporting children and this gives them confidence and a sense of belonging. On many occasions, the child minder praised children for their accomplishments and encouraged their play. There is an appropriate behaviour management policy, and the strategies outlined are age appropriate. Children understand what is expected of them, as care routines are consistent.

The child minder plans for a good selection of play and learning opportunities to support children's all-round development. Planning records show a good variety of play opportunities are available, both inside and outside of the home. This includes opportunities for children to explore the local environment and visit local parks. The child minder is in the very early stages of developing a system to monitor and record children's development and progress and has recently started keeping individual records. She is very supportive of children's needs and has a good knowledge of their development and what they enjoy doing. She is happy to support and engage in play activities with children and encourages children's independence and self-help skills giving them time to attempt tasks without assistance.

Environment

No Rating Required

The child minder provides a suitable home environment for children. It is safe, secure and a record kept of visitors to the premises. To ensure that the home is safe, maintenance and safety checks are regularly completed. Gas and electrical safety certificates are up to date. The child minder is mindful of children's safety and has suitable precautions in place to restrict their access to certain areas of the home, for example, to the utility room and upstairs of the premises.

The home is welcoming, maintained to a good standard with a spacious environment so children can explore in comfort. There is a large living area with comfortable sofas for relaxation and a dedicated playroom, which is child friendly and decorated with signage and pictures, making it a fun and colourful space for play and learning to take place. The playroom offers immediate access to a secure back garden, giving children the opportunity for indoor, outdoor play. Rooms benefit from good natural light and children have access to downstairs toilet facilities to promote their independence. The kitchen is large enough for a table and chairs for meal times and for arts and craft activities.

The child minder provides a good range of resources. There is suitable furniture, toys and equipment, which are appropriate for the age of the children who attend the setting. They are of a good standard, and checked and cleaned regularly by the child minder to ensure their suitability. There is a plentiful supply of toys and resources. Many are stored in storage boxes that are easily accessible to children, which promotes their independence.

Leadership and Management

No Rating Required

The child minder is making positive steps in developing a child minding service that is well organised and effective. The statement of purpose provides parents with sufficient detail about her service so they can make an informed decision about its suitability for their child. The child minder has appropriate record keeping systems to support the smooth running of her service. She obtains relevant information about children as part of the admission process and contracts and permission slips are in place for children in her care. She has a good range of policies and procedures and shares key policies with parents. There is a policy should a child go missing whilst in her care, but it would benefit from clearer information on procedures to follow in such an event. In addition, there is an exclusion/illness policy explaining that children should not attend if unwell, but there are no specific timescales included.

The child minder recognises the importance of monitoring and reviewing her service to ensure best outcomes for children in her care. She completes an annual review of her service consulting with parents and children as part of this process. She sends out questionnaires and feedback from them is included in the annual report. We viewed a selection of these questionnaires and comments were very positive.

The child minder manages her service to an appropriate standard. She undertakes relevant training to ensure that her knowledge and skills are up to date. She informs parents in advance of planned holidays, so they can make alternative arrangements. She has current Disclosure and Barring (DBS) Service checks for all persons over the age of 16 living at the premises. There are arrangements in place in the event of an emergency, and the child minder has other registered child minders who can assist should such an event arise.

Parents very much appreciate and value the service the child minder offers. We spoke to a number of parents and all stated how happy they are with the service and the care she provides. They receive regular updates about their child's day and information about changes to the service. The child minder has links with the community including the local school.

Recommendations to meet with the National Minimum Standards

R1. Continue to develop progress records for children to capture their next steps in play and learning

R2. Develop the missing child policy and exclusion/illness policy

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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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

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