



Inspection Report

Mandy Bowen

Neath



Date Inspection Completed

22/08/2023

About the service

Type of care provided	Child Minder
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	31 August 2018
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

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<u>Well-being</u>	Excellent
<u>Care and Development</u>	Excellent
<u>Environment</u>	Excellent
<u>Leadership and Management</u>	Good

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

Summary

Children are confident communicators because their wants, needs and preferences are fully considered. They feel very safe, relaxed and thoroughly valued by the child minder. Children's interactions with the child minder and each other are positive. They experience exciting play and learning opportunities that enable them to develop their independence skills and promote personal development.

The child minder follows fully robust procedures to keep children safe and healthy. She effectively promotes positive behaviour strategies and social skills in children. The child minder plans a range of exciting activities for the children which promote their all-round development, both indoors and outdoors.

The child minder follows very effective procedures to keep the environment safe. The environment is extremely well maintained, very clean and welcoming. It provides excellent play and learning opportunities indoors and outdoors. The child minder provides an excellent range of resources which stimulate children's interests and preferences.

The child minder has a strong vision for the setting and shares this with others successfully. The child minder has effective systems to keep records in an organised manner in line with regulations. She implements improvements and changes from recommendations in line with recent changes in guidance. Suitability checks are in place and professional development is continuous. Partnerships and community links are excellent.

Children are confident communicators because their wants, needs and preferences are fully considered. They feel comfortable making decisions about their play as they move around the playroom choosing a range of role play resources, puzzles, construction play and small world play with ease and confidence. Children confidently voice their preferences and choices non-verbally and verbally with great confidence. For example, they asked for more food during snack time.

Children feel very safe and thoroughly valued by the child minder. They are clearly relaxed and feel 'at home' at this setting. Young children new to the setting have settled exceptionally well. Children show strong bonds of affection towards the child minder as they go to her for spontaneous cuddles when they play alongside her. Children are made to feel special and have a very strong sense of belonging. They are given continuous praise and encouragement for achieving new things, such as trying new vegetables, and celebrating their craft work efforts.

Children's interactions are positive. They are developing friendships and cooperate nicely when playing with the small world dolls and horses. Children listen and respect the child minder's guidance and requests with enthusiasm. They listen to prompts by the child minder to be kind and help each other when tidying resources away. Children show significant empathy and care towards each other. Older children engage very sensitively with younger children, stroking their hair and entertaining them with suitable toys, then clap and cheer the younger child for engaging so well. Children are exceptionally courteous. They say *"Thank you Mand"* for their foods at lunchtime.

Children thoroughly enjoy their play and learning opportunities. They attentively engage themselves in dancing, construction play and small world play with excitement as they eagerly work together to build a house with a roof and a hot tub. During role play, children are animated with the resources they have in order to play the role of a waitress. They ask others what they want to eat and drink; and listen attentively and follow instructions. Children are heard asking others *"Shall we make a pancake?"* and *"We need a cup of tea and a cake here!"*

Children experience effective play and learning opportunities that promote their all-round development and independence skills. They meet their own personal toileting needs and are fully aware of the routines in relation to regular hand washing. Children develop extensive physical skills through local walks, balls, games, bikes and climbing apparatus. During mealtimes, they share the plates and cups out, then help themselves to foods using a spoon and return the plates and cups after they have finished.

Care and Development

Excellent

The child minder follows robust procedures to keep children safe and healthy. She has an excellent and clear understanding of her responsibilities in relation to safeguarding and child protection procedures if there was a potential child welfare concern. The child minder follows comprehensive hygiene practices recommended for nappy changing. She ensures that areas for nappy changing are sanitised, and Personal Protective Equipment (PPE) is worn and changed between each child. She ensures hand washing is a priority for herself and the children. Supervision of children is very good, and she actively reminds children about safety rules in the home. The child minder actively promotes healthy lifestyles by taking children outdoors which is a significant element of her care, ensuring children have fresh air and fun. She provides healthy wholesome snacks and roast dinners and has a very healthy menu plan, including water for children, which is available to them at all times. Training is fully completed and embedded in practice.

The child minder effectively promotes positive behaviour strategies with children. She continuously ensures children are kind to each other and ensures that they were aware of others' feelings during play. She interacts kindly giving praise and encouragement to children. For example, she offers children different ideas when they are building a house and praises them for their efforts. The child minder is a good role model. She actively encourages children to be polite and is very respectful towards the needs and preferences of the children.

The child minder organises a range of exciting activities for the children which promote their all-round development, both indoors and outdoors. She has completed various craft and thematic activities for children which promote cultures and diversity, which include Diwali, Chinese New Year as well as seasonal, Welsh culture and Christian celebrations. She is motivated and continues to expand on her professional knowledge through extensive additional training including the new 'Curriculum for Wales' and the new additional learning needs framework. The child minder knows the children extremely well and is fully aware of children's developmental stages and next steps through careful observation. She encourages them to think of ways in which they can extend their ideas, such as making a roof with other resources. The child minder ensures children have opportunities to develop Welsh language through discussions about colours, words and songs. She provides exciting opportunities for children to explore the outdoors. For example, she gives them opportunities to grow fruits, vegetables and flowers successfully as well as opportunities to film the arrival and growth of owlets and ducklings in the nature boxes in the setting's outdoor area.

Environment**Excellent**

The child minder follows very effective procedures to keep the environment safe. She completes indoor and outdoor risk assessments regularly which have been extended during the course of inspection to include outings. The child minder ensures that the property is secure from unauthorised access to the public. There are safety measures in place to reduce risks to children, such as stair gates indoors and secure fencing and gates outdoors, protecting children from the wider area. The child minder completes regular checks for smoke alarms, and heating maintenance. Fire drills are completed and recorded regularly and both children and staff fully understand the fire safety procedures.

The environment is very well maintained, clean and welcoming. It provides excellent play and learning opportunities indoors and outdoors. Indoors, the toilets, dining areas and play areas are within close proximity to each other which enhances children's independence. There is a dining table and tabletop activity table which is suitable for the ages and stages of children's development, with highchairs for younger children. Toys and resources are organised and within the reach of children; and pegs and bags are at a level that is appropriate for their height. The outdoor play area provides excellent opportunities to explore nature, develop curiosity and physical development which is used daily.

The child minder provides an excellent range of resources which stimulate children's interests and preferences. There are plentiful resources to enhance children's independent play, which include crafts, musical toys, extensive opportunities for small world, role play toys, games, puzzles and books. There are resources that promote children's understanding of cultures and diversity which include dressing up clothes, books, food and utensils from other cultures and ethnic countries. There are resources which promote Welsh language such as books and flash cards. Outdoors, the child minder has a secure separate forestry and river with resources such as magnifying glasses and glass pots to enhance children's investigation skills. A sheltered canopy area provides opportunities to play outdoors in all weather conditions, includes messy play, sand play, water play and a picnic area. The resources for outdoor play include an extensive amount of push along cars, bikes, trikes and ball game opportunities for all ages stages of children's development.

The child minder has a strong vision for the setting and shares this with others successfully. The well-being and care of children is a priority, and she is committed to providing an excellent quality of care for children and their families. She has a statement of purpose that complies with regulations and NMS and is a good reflection of the service provided. Policies and procedures are regularly reviewed and have been amended during the course of inspection to include most recent changes in guidance.

The child minder has effective record-keeping systems. She keeps records in an organised manner in line with regulations. These include records of children's contracts and personal details, permissions, and attendance of children attending the setting. However, children's contracts for siblings are currently shared. Insurances are in place and the child minder is registered with the Information Commissioner's Office (ICO). Disclosure and Barring Service (DBS) checks and suitability checks are in place for child minding assistants.

The child minder has a good system for reviewing the quality of care she provides. She involves parents and children in the review and acts on the comments made by them. However, future goals and targets for the future are not included in the quality of care review. The child minder engages with the local authority and organisations to further develop her setting. She has received extensive training and acts on all recommendations efficiently. The child minder is motivated, and her efforts have been recognised locally. The child minder engages well with Care Inspectorate Wales (CIW), informing us of changes to the setting and has completed the self-assessment of service statement (SASS).

Partnerships and community links are excellent. The child minder has links with other child minders, playgroups and visits to local parks, attractions, beaches and indoor play areas. The child minder has effective partnerships with parents. She shares policies and procedures with parents and provides parents with continuous feedback orally and via a webform app giving parents daily information on their ongoing progress and development. Feedback from parents about the setting has been very positive. Parents told us that they are incredibly happy with the child minding setting. They feel that she is kind, understanding and patient with their children and goes above and beyond for their families. Parents added that "*Mandy is an excellent child minder*" and children told parents "*We love going to Mandy. She makes us the best sausage dinners, stew, apples and crackers! We love her, she is the best girl in the world.*"

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
28	Provide a file on assistant (DBS and first aid in place) to include 2 references, medical declaration of health, and full CV without gaps, Supervisions and appraisals were not conducted.	Achieved

Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

National Minimum Standards	
Standard	Recommendation(s)
Standard 2 - The Contract	Ensure there are individual contracts and permission forms for siblings attending the setting.
Standard 18 - Quality assurance	Ensure the quality of care includes targets and goals for the future running of the setting

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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