



Inspection Report

Kelly Fehners

Newport



Date Inspection Completed

05/01/2022

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About the service

Type of care provided	Child Minder
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	18 January 2017
Is this a Flying Start service?	
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>	Good
<u>Care and Development</u>	Good
<u>Environment</u>	Good
<u>Leadership and Management</u>	Good

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

Summary

This is an inspection undertaken during the Covid19 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 are able to make choices and decisions about their play and have opportunities to become independent and develop new skills. They have warm and supportive relationships and have positive bonds with the child minder. They enjoy the play and learning opportunities available and activities are age appropriate and suitably challenging.

The child minder understands how to keep children safe and healthy. She manages interactions in a positive way to support children's behaviour and play. She plans appropriate activities for children in her care.

The home is welcoming and appropriately maintained with a suitable range of resources available to children, both inside and outdoors. There is enough space for children to explore their environment safely and toys and equipment is accessible to children, promoting their independence.

The child minder manages her service appropriately. There are policies to support her service and these are shared with parents. Parents appreciate the service she provides and the child minder maintains regular communication with parents who use her service.

Children have good opportunities to make choices and decisions about their play. They are confident to speak out and say what activities they would like to do and what resources they want to play with.

Children are happy and settled at the setting. They know their way around the home and are confident moving between the indoor and outdoor areas. For example, younger toddlers know the layout of the environment so that they can confidently crawl around the space and learn to become more independent. Children are confident selecting toys and choosing activities, with support from the child minder. They are at ease in the child minder's company as they have strong relationships.

Children are beginning to communicate their likes and dislikes and speak openly to the child minder about their choices. Children enjoy chatting to the child minder, and they are confident to try new tasks, for which they receive praise and encouragement, which in turn, supports their confidence and self-esteem. For example, some older children enjoyed art activities and wanted to do painting. The child minder suggested using soft toys as their models. Both children delighted in painting a detailed picture of a small penguin toy they had selected from the toy storage.

Children enjoy their play and the opportunities to develop and learn new skills. They show enjoyment and pleasure in playing alone, but also value the child minders involvement in activities. They have opportunities to develop their all round development, including play to develop their hand/eye co-ordination. We saw children were quick to respond to the child minder's questions, and showed interest, enjoyment and curiosity in their play.

Care and Development

Good

The child minder has appropriate procedures to keep children safe. She implements suitable measures to reduce risks associated with the Covid-19 pandemic and has a written policy on this.

The child minder has a clear understanding about how to keep children safe. She is confident and clear about recognising the signs of any concerns and has a detailed child protection policy in place. The child minder keeps a record of all accidents and incidents, which are signed by parents. Regular fire drill practices ensure children are aware of how to leave the building safely in an emergency and the child minder plans and records these appropriately. The child minder has a clear medication policy and procedure, which all parents sign. However, the medication policy does not inform parents that medication will only be kept by the child minder for a specified time.

The child minder supports children positively in terms of their behaviour. She treats children with respect, and praises their efforts and achievements. This fosters a calm and nurturing environment in which children can learn and play productively. She is a positive role model and speaks gently and kindly to children. There is an appropriate behaviour management policy and strategies identified in the policy are suitable for the age and stage of development of children using the service.

The child minder ensures children experience a variety of stimulating activities that meet their individual needs and promotes their development. There is a system in place to plan for and monitor the progress of younger pre-school children. Children are encouraged to be physically active each day. During school holidays the child minder arranges visits to outdoor venues mindful of Welsh government Covid guidance.

Environment**Good**

The premises are secure and safe for children who use the service. Appropriate safety maintenance checks are completed. However, an annual safety certificate was not evidenced in the child minder's operational file. The child minder explained that she could not find her certification record. After the inspection visit, the child minder was able to show evidence that the annual safety check was carried out. Therefore, on this occasion we did not raise this as a breach in regulation. The child minder maintains a record of children's times of arrival and departure, so there is a record of who is on the premises at any given time.

Children benefit from an environment that is appropriate for their needs. The home is welcoming, and suitably decorated and maintained. There is a large living area with storage for resources, many of which are accessible to children. The home has sufficient natural light and children's independence is promoted, as the downstairs bathroom facilities are easily accessible. The kitchen is large enough for children to eat in comfort. The outdoor area provides additional play space for children, with the opportunity for messy play and craft activities in this area as well as indoor.

The child minder ensures that daily safety checks are conducted; however, she does not record this. There are annual risk assessments for the service, covering areas such as activities, the premises and school runs. The child minder considers the needs of children and ensures that there are sufficient toys and resources to meet their needs. Furniture, equipment and toys are appropriate and sufficient for child minding purposes. A good supply of arts and craft materials, interactive toys and smaller toys for younger children are stored so that all children can help themselves and become more independent in daily activities.

Leadership and Management

Good

The child minder manages her service appropriately and has a clear understanding of her role. The statement of purpose provides parents with accurate information about her service, so they can make an informed decision about its suitability for their child. The child minder has a suitable range of policies to support her service. She shares key policies with parents, so they have all the relevant information of the service by the time their child attends. There are appropriate record keeping systems in terms of contracts, parental permissions and information on children.

Disclosure and Barring Service (DBS) checks are up to date for all persons over 16 who live at the premises and the child minder notifies CIW of changes to her service appropriately. The child minder informs parents of any holidays and closures to the service in advance where possible so that they can make alternative child care arrangements.

We have viewed questionnaires obtained as part of previous reviews and the feedback from parents is very positive. Communication with parents is good. The child minder recognises the importance of keeping parents aware of changes to her service and ensures that she updates them regularly. Written feedback from parents were very positive about the care the child minder offers. Parents felt that they are kept well informed about their child's progress they receive information on revised policies and procedures and have received updates about changes due to the pandemic.

Recommendations to meet with the National Minimum Standards

R1. Ensure that annual safety checks certification is evidenced in the operational file for the utility provider.

R2. Revise policy to include that medications should not be kept at the service indefinitely.

R3. Complete daily safety check records in order to allow the child minder to identify any patterns of concern or emerging risks.

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
N/A	No non-compliance of this type was identified at this	N/A

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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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