



Inspection Report

Victoria Wood

Cardiff



Date Inspection Completed

26/07/2022

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About the service

Type of care provided	Child Minder
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	12 January 2017
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	Yes. The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may 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

Children settle quickly when they arrive and are very happy in the child minder's care. They enjoy the home from home atmosphere and develop affectionate relationships with the childminder and her assistant (the child minder's husband). Children confidently express their ideas and opinions and frequently make decisions about their care and play. They make good progress and are developing their independence.

The child minder and her assistant are responsive and attentive to the children. They are patient, fun, and provide warm nurturing care. The child minder knows the children very well, which enables her to effectively meet their individual needs.

The child minder's home is child friendly and well maintained. Children receive care in a safe, clean, and secure environment. There is ample space and a wide variety of resources to encourage children to play and learn. Toys and play equipment promote children's curiosity and are in good condition.

The child minder manages the setting in line with the National Minimum Standards and regulations. There are an effective range of policies and procedures in place to ensure the smooth running of the setting. Parents are highly complimentary of the child minder and the care their children receive.

Children are confident to express themselves, as they know their ideas and opinions are valued. We heard children excitedly offer their ideas for outings and places to visit during school summer holidays. Children have many opportunities to make choices and decisions. They move freely between the playroom and garden happily choosing from the toys and activities available to them.

Children have lots of fun at the setting. They enjoy being in the company of the child minder and her assistant and feel secure in their care. Parents told us their children feel safe, happy, and cared for, adding "*My child loves it there, they have a home away from home*". Children know the setting routines well which makes them feel secure, comfortable, and relaxed.

Children benefit from forming friendships with a mixed age group of children. They play happily together, sharing plenty of smiles and giggles. Older children are kind and thoughtful towards their younger friends. For example, when a young child stumbled whilst playing a game of football, an older child quickly offered their hand to help him up. Children are happy to share resources and take turns. We saw children waiting patiently to use the favoured 'spaghetti making' play dough resource, content to carry on with their play until it was their turn. Children enjoy sociable mealtimes, they sit at a large table, chatting animatedly with their friends, the child minder and assistant.

Children thoroughly enjoy their play and benefit from a varied selection of play and learning opportunities. They are interested and fully involved in their activities, concentrating for an appropriate length of time in line with their age and stage of development. For instance, we saw them completely absorbed in their role play with dolls. They cuddled the dolls, walked them around the garden in a pram, and delighted in pushing them down the slide. Children have daily opportunities to enjoy the outdoors and their local environment. They play in the garden, enjoy walks to local parks, and visit the museum and indoor play centres.

Children make good progress in all areas of their development. They were confident to chat with us and show us their drawings and favourite toys. Children are developing their independence skills well, enabling them to do things for themselves. For instance, they use the bathroom facilities and wash their hands independently. Children access resources with ease and confidently ask the child minder for help if needed.

The child minder has a good understanding of how to keep children safe and healthy. There are a wide range of effective policies and procedures which promote children's health and wellbeing. She undertakes beneficial training which supports her to be effective in her role. For example, recent training in 'understanding asthma' enables her to deal with children's specific health needs. The child minder regularly updates her safeguarding training. She is confident in her knowledge of child protection issues and procedures to follow with any child welfare concern. Current training in first aid, enables her to deal with minor accidents. There are strong systems in place to record accidents, incidents, and the safe administration of medication. The child minder provides a range of healthy snacks and meals and offers children water or squash to drink. This is not in line with Welsh Government food and nutrition guidance which recommends only water or milk to promote good dental health. Food is prepared hygienically, and the child minder encourages good hygiene practice with the children. The child minder provides many opportunities for children to get outdoors and enjoy the benefits of fresh air and exercise.

The child minder and her assistant manage children's behaviour effectively. There is a clear, detailed behaviour management policy in place and house rules are displayed in the playroom which act as a reminder for children. The child minder and her assistant lead by example and are good role models. Their warm, nurturing manner and consistent approach to managing children's interactions enable children to moderate their own behaviour, promoting their self-esteem and well-being. We heard the child minder and assistant encourage and praise children frequently for their efforts and positive interactions.

The child minder supports children's learning and development effectively. She regularly observes children's play and learning, to track their progress. A good variety of activities and many opportunities for free play allow children to follow their own interests, which motivates them to learn. The child minder and assistant naturally promote children's learning as they play. For example, we heard them asking children to name colours, shapes, and animals in Welsh and English when playing with the play dough. The child minder collects samples of children's work and photographs of them at play to make each child their own learning journal. The journal shows how children have developed and the skills they have achieved, acting as a lovely keepsake for both parents and children.

The child minder makes sure the premises are safe and secure. For example, doors were locked when we arrived, our identity checked, and we were asked to sign a visitor's log. The child minder completes risk assessments for all areas of the home, identifying potential hazards to children and measures in place to manage these risks. Risk assessments are also in place for any outings undertaken. Accurate records are kept of children's attendance and regular fire drill practices ensure that children know how to leave the premises safely in the event of an emergency. Maintenance checks for the home and appliances are up to date. The child minder maintains public liability insurance and car documents are appropriate for transporting children.

The child minder provides a clean, well maintained, welcoming and child friendly environment. Her home provides light, bright, and spacious areas for children to play and learn. Children have use of a large, dedicated playroom, where a good variety of age-appropriate toys and resources are available. Toys and games are well organised and stored in boxes at low level so children can reach them independently. Further resources are creatively displayed on low open shelving which sparks children's curiosity, inviting them to play and learn. Children's work is displayed on the walls in the playroom, which celebrates their achievements and gives them a sense of belonging. Bilingual labelling of displays further promotes the use of the Welsh language. The outdoor play area offers plenty of space for children to play and explore. The child minder has recently installed a cosy covered decked area which enables children to play outside in all-weather. She told us she hopes to secure a grant to further develop the garden area to enhance children's outdoor play experience.

The child minder ensures equipment suits the children's age range. For example, step in the bathroom and low-level paper towel dispenser to aid children when washing hands and using the toilet. Stair gates ensure children cannot enter the kitchen or leave the playroom unattended. A travel cot is set up in the downstairs lounge should younger children need to nap. The child minder ensures toys and equipment are clean and in good repair.

Leadership and Management

Good

The child minder is professional and manages her setting effectively. She is enthusiastic and keeps up to date with best practice developments in childcare. The statement of purpose supports parents to make an informed choice as to whether the setting suits their child's needs. The child minder has developed a range of policies and procedures which are reflected in her practice. All necessary paperwork is in place and is very well organised and maintained.

The child minder is committed to providing a very good quality service for both children and parents. All recommendations made at the last inspection have been met. She is reflective and regularly monitors the quality of care she offers, by gathering the views of parents and children. This information is used to write a quality of care report which outlines strengths and identifies areas for improvement. The report reflects positive feedback from parents and children. For example, "*Vicki and Steve are thought of as a third family to my boys. Their work is more than just a job, they love what they do*", and children said, "*they especially love the birthday parties that we hold here, playing with their friends, playing football, and arts and crafts*".

The child minder is appropriately qualified and has completed all mandatory training, including paediatric first aid, safeguarding and food hygiene. She ensures her assistant also maintains training in these areas. The child minder and her assistant share roles and responsibilities, working naturally together as a team. All household members have up-to-date Disclosure and Barring Service (DBS) certificates.

The child minder develops beneficial relationships with parents. She understands the importance of working in partnership with them to ensure the children in her care receive the correct support to meet their individual needs. Parents are kept well informed about their child's experience and development. The child minder provides daily verbal feedback to parents on collection and sends occasional photographs of their children at play during the day. Parents speak highly of the child minder and her assistant. They told us their children are always happy and treated fairly and with respect at the setting.

Recommendations to meet with the National Minimum Standards

R1. Consider Welsh Government food and nutrition guidance regarding the provision of children's drinks.

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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 inspection	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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