



Inspection Report

Jacqueline Hill

Pontypridd



Date Inspection Completed

29/11/2021

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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	4 July 2017
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	This is a service that 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 their service.

<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 really enjoy their time at the setting and have a very strong voice. They are confident to explore, express their feelings and ask for help. They have very good relationships with the child minders and their assistants.

The child minders are husband and wife. They are very knowledgeable about childcare matters and committed to ongoing training to keep this updated. They know the children and their families extremely well and offer a very high standard of care.

The environment is excellent and very well designed for child minding purposes. The indoor and outdoor play areas provide space for an extensive variety of interesting activities. The areas are safe and very welcoming. There are large amounts of interesting toys and resources.

The child minders operate a well-organised and established business. They employ two assistants to enable them to provide a high quality and flexible service. They have developed effective partnerships with parents and the local authority and this supports them to provide an excellent service.

Children express themselves very well and are free to make many choices and decisions during their time at the setting. They choose what they would like to do and equipment they want to use from the very wide range of resources accessible to them. They confidently approach the child minders and assistant to talk with them and to ask for help. For example, we saw them asking the child minders for extra resources and engaged them in their play with cars and trains.

Children are very happy and relaxed in the care of the child minders and their assistants. Nearly all have very good levels of resilience to settle quickly, coping well with separation from their main carers. They have very positive relationships, engaging with their carers and activities in a relaxed and comfortable manner. We saw numerous instances when children confidently approach their carers for cuddles, support or to play. For example, a child took a book to an assistant and they sat with them to read it. Children respond positively to direction and happily follow routines, which they are clearly familiar with, such as tidying up and washing their hands. Nearly all children interact and play very well together in line with their age and stage of development. Children smile and play happily in a group or independently.

Children enjoy their play and learning very much, engaging in activities in line with their age and stage of development. For example, one child really enjoyed cutting a paper angel and spent time concentrating on the task. Children smile and giggle as they accessed a variety of activities, which enriched their learning through play. For example, we saw them drawing pictures, using scissors and building blocks, developing their fine motor skills.

Children are developing very good self-help skills and age-appropriate levels of independence. We saw children access the toilet with varying degrees of support, feed themselves meals and snacks, access equipment and follow directions, such as to tidy toys away. They are confident to find their own resources, and motivated to follow their own interests. They have very good social skills that are promoted effectively through their interactions.

Care and Development**Excellent**

The child minders have very good policies and care practice measures in place to effectively safeguard and promote the welfare of all children in their care. Discussions with the child minders and their assistants evidence that safeguarding has a high priority and they have undertaken training in safeguarding recently. A detailed safeguarding policy is in place. Following recent changes to safeguarding legislation, the child minders have further updated this policy. They also have current paediatric first aid training. Fire drills are practised regularly and the revised fire evacuation procedure includes how sleeping children are protected. Good records are kept of accidents, incidents and medications administered. The child minders promotes healthy lifestyles, providing the children with fresh drinking water and healthy meals and snacks. Physical activity is encouraged both with inside activities and outside facilities.

The child minders are skilled at managing interactions and implementing realistic boundaries. They includes children in discussions about the house rules, so that they are fully understood. They are clearly documented in the behaviour management policy and the assistants have a clear understanding the policy and how to implement it. Carers take a positive, calm and direct approach with the children, so that they understand what is expected of them. For example, they reminded the children to wait to ask questions without interrupting others, asked them to tidy away toys to make space for more and to share toys. Carers give the children a great deal of positive feedback, praise and encouragement for their efforts, promoting their self-esteem.

The child minders promote children's play and learning very well because they know them as individuals. They have an effective system in place to gather information about the children's needs before they start. They maintain a robust process for monitoring children's development whilst at the setting. Their process for activity planning is comprehensive but flexible, to meet the needs of the children attending. Numerous photographs show children enjoying a very large range of interesting activities covering all areas of learning. These include summer events such as a music and food festival, where children's family members are able to join in, as well as growing fresh produce in the allotment. The child minders provide many opportunities for children to develop communication skills, including learning the Welsh language, which we heard used regularly. The child minders support children to learn skills for independence such as putting on their aprons and making decisions about their care. Many activities such as matching and building blocks encourage children to work things out for themselves and solve problems.

Environment**Excellent**

The child minders effectively ensure that the premises are safe and secure. Robust written risk assessments are in place for all areas of the premises and these are reviewed regularly. These have been further strengthened during the Covid 19 pandemic and include how children are dropped off/collected. The child minders have also implemented stringent cleaning processes, which we observed. Additionally, they use checklists effectively to ensure that any hazards are identified and addressed on a daily basis. The child minders and assistants are aware of the risks associated with these and appropriate measures are in place to mitigate them. Appropriate safety equipment is in place. All the necessary insurances are in place and gas safety checks, electrical testing certificates and car documents are up to date.

The child minders offer a rich, child-centred environment that is very friendly and inviting. During the Covid 19 pandemic, the main care takes place in a purpose built annex in the garden. They have fully considered the children's needs and designed the building well. There is a large playroom where resources are easily accessible for children. The walls are adorned with children's creations, photographs and educational posters, promoting their sense of belonging. The main house is used for children to sleep and for food preparation. The layout of play area means children can attend to their personal needs independently and there is a nappy change area. There is direct access to a secure outside play area, which provides safe and interesting areas for children to enjoy a variety of activities such as planting and water play.

The child minders provides a wealth of high quality toys and resources that provide excellent play opportunities and challenge for children. The resources promote their learning and engage their interests very well, for example, small world, role-play and construction activities. Resources and play areas are very interesting and changed regularly to enhance current themes and topics such as Christmas. Toys and resources promote all areas of children's development and supports the activity plans in place. A number of resources and wall displays promote Welsh and other cultures that help children begin to appreciate diversity and a multicultural society.

Leadership and Management

Good

The child minders are highly motivated and driven to provide a very high quality service. The operational plan and informative Statement of Purpose provide useful information about the service provided, including the roles of the child minders and assistants. The child minders and assistants have very good awareness of the well-written policies and procedures, and implement them successfully. A review of child minders' records and documentation found they are extremely well organised. Labelled files contain all the necessary information and these are stored securely to maintain confidentiality. The child minders maintain all required records. We looked at a sample of daily records such as accidents and attendance and found them to be completed well.

The child minders have good systems in place to consider the quality of their service and are keen to make ongoing improvements. They have high expectations of themselves and their childcare. They are reflective practitioners and have outlined some of the improvements they have made to keep their service up to date during the Covid 19 pandemic, in line with current best practice. They have undertaken a review of the quality of their service on an annual basis and sought the views of all relevant parties, such as children, parents and assistants. They produce a comprehensive report of the annual review and this includes a list of priorities for improvement.

The child minders are committed to extend their knowledge and skills. In addition to the recommended courses, they have attended a wide range of training to enable them to excel in their roles. The child minders use assistants effectively to support them in caring for children and to provide a flexible service for parents. Roles are defined well and the child minders and assistants operate as a team, working seamlessly doing tasks such as nappy changing, food preparation and supervising sleeping children. Documentation evidences that they recruit and manage staff well. They provide good support and training opportunities for them to develop their skills further. The assistants told us that they received a robust induction to the role and they were clear regarding their responsibilities.

The child minders have very good relationships with parents, contributing positively to their child's well-being. They work as flexibly as possible so children can settle at their own pace. Comprehensive records of each child's needs, preferences and medical details are provided by parents so that their care needs are understood before they start at the setting. This ensures the child minders can put appropriate plans in place to provide suitable care. The child minders keep parents well informed about their child's experiences and development through numerous methods of communication, such as secure social media, email, texts and newsletters. Regular conversations, photographs and written observations help parents understand how well their child is progressing. The child minders have a good relationship with the local authority childcare team and have developed strong links with other departments during the Covid 19 pandemic.

Recommendations to meet with the National Minimum Standards

None

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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