



## Inspection Report

**Jane Wilson**

**Chepstow**



### **Date Inspection Completed**

14/04/2023

## About the service

|  |   |
|--|---|
| Type of care provided                                      | Child Minder  |
| Registered places  | 10  |
| Language of the service                                    | English   |
| Previous Care Inspectorate Wales inspection                | <a href="#">Manual Insert]</a> 14 May 2018  |
| Is this a Flying Start service?                            | No  |
| Does this service provide the Welsh Language active offer? | 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. |

**Welsh Government © Crown copyright 2023.**

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)  
You must reproduce our material accurately and not use it in a misleading context.

|  |                 |
|--|-----------------|
| <u><a href="#">Well-being</a></u>                | <b>Good</b>     |
| <u><a href="#">Care and Development</a></u>      | <b>Adequate</b> |
| <u><a href="#">Environment</a></u>               | <b>Good</b>     |
| <u><a href="#">Leadership and Management</a></u> | <b>Adequate</b> |

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

### **Summary**

Children settle well and enjoy themselves. They receive a good variety of play opportunities and interesting and enriching outdoor experiences. Children make choices about how to spend their time at the setting. They settle well and develop positive relationships with the child minder, *her co-minder and the other children attending*.

The childminder has a good understanding of how to keep children safe and healthy. She is friendly, and provides safe, nurturing care. The childminder plans a variety of activities, which promotes children's curiosity, play and learning. In the main she keeps effective records of children's progress. The child minder regularly takes children on outings.

The environment is clean, welcoming, and child friendly. It is well organised to stimulate and support children's play and learning. A good range of indoor and outdoor resources promote children's learning and all-round development.

Both child minders work well together; they are motivated and dedicated to delivering good quality childcare. Parents speak highly of the setting and the care their children receive. Required policies and procedures are in place to ensure the smooth running of the setting. Record keep is sufficiently maintained. However, some require updating.

Children have good opportunities to make choices. They can choose freely to play inside or out and choose from a good range of resources, toys, and activities. Children can choose to engage in structured activities or play freely following their own interests. For example, on arrival we saw some children in the lounge happily doing mark making, others listening looking at books or joining in with the older children in making a den. All the children were happily absorbed playing either on their own or with others. Children are confident communicators as their wants, moods and needs are considered, for example, some children confidently asked for a snack as they were hungry. The child minder announced an impromptu snack time. As a result, some children sat in the dining area to eat fresh fruit and chat to each other about their day.

Children are happy and settled and enjoy attending. They cope well with separation because of the consistent care they are offered and their strong bonds with the adults who care for them. Children have a sense of belonging, forming relationships and are familiar with routines. For example, we saw children were relaxed and content, moving easily between the main lounge area to the smaller quiet room. We saw children show good bonds of affection for the adults who care for them and for each other. For example, we saw children come to adults easily for attention, cuddles, and reassurance when they wanted them. Older children were able to take themselves off to the smaller playroom to do a group activity playing with sand.

Interactions between children and the child minder are consistently good and children are actively interested and engaged. Children show respect for property and each other. We saw children co-operating together happily in play. For example, when younger children noticed that the older group were doing a sand activity, they wanted to join in. The older children invited them and showed them that the sand could be moulded into shapes. This created excitement as the older child told the younger ones "This is called kinetic sand it means we can make shapes without adding water." The younger group listened with great interest and eager to join in. This demonstrated a good bond between older and younger groups.

Children delight in their play. They are motivated to follow their own interests and concentrate for periods suitable to their age and stage of development. We saw one child completely absorbed in building a den with tunnels and then inviting other children to collect their favourite books so they can sit and relax in the tunnel to look through or read their books. Some children collected torches to help them see better in the tunnel, this created excitement and adventure to their imaginary play.

## Care and Development

Adequate

The child minder has a good understanding of her role and responsibilities to keep children safe. She understands safeguarding issues and works in line with the setting's safeguarding policy. Healthy eating is important at the setting, and we saw children enjoy a healthy snack of fresh fruit and water. The child minder has current training in first aid, enabling her to deal with minor accidents confidently. There are suitable systems in place to record accidents, incidents, and the safe administration of medication. However, we noted that not all parents had signed the records. *We discussed this with the child minders and they both assured us this would be closely monitored in the future. During our second meeting, the child minder had developed an appropriate action plan to improve record keeping.* Fire drills are carried out regularly, they are well executed and logged appropriately.

Both child minders interact with children in a kind, patient, and caring way. They chat naturally with children to support their play and learning. The child minder has a sound understanding of child development, and its impact on children's behaviour. The behaviour management policy focuses on the use of positive strategies and staff work in line with the policy.

The child minder support children's learning and development effectively. Suitable opportunities for free play allow children to follow their own interests, which motivates them to learn. The child minder is committed to providing a broad range of play and learning activities with a focus on the natural environment. The child minder promotes children's learning through conversation as they play. She regularly observes children's play and learning and tracks their progress.

## Environment

Good

The child minder makes sure the premises are safe and secure. For example, the front door is kept locked and stair gates are in place where appropriate. Accurate records of any visitors to the premises are kept. The child minder completes risk assessments for all areas of the setting and any outings undertaken. Risk assessments are effective and identify potential hazards. *During* discussions, both child minders demonstrated that they share any concerns they have with each other, of any hazards that have been spotted. Improvements are quickly and effectively made. Regular fire drill practices ensure that children know how to leave the premises safely in the event of an emergency. The child minder ensures that maintenance checks for her home, her vehicle which is used to transporting minded children and public liability insurance are up to date. Policies and procedures ensure that the setting runs well.

The environment is clean and well maintained and welcoming. It provides a bright and spacious area for children to play and learn. Children have use of a spacious lounge, a quiet room and a large, open plan kitchen and *diner* and downstairs bathroom. The environment lends itself to the business very well. There is a good range of toys and resources for children to choose from, including toy vehicles, construction toys, arts and craft materials and role play items. These suit all ages of children that the child minder cares for including babies and older children. Toys and games are well organised and stored at low level so children can access them independently.

The child minder ensures equipment suits the children's age range. Children sit comfortably at adult and child sized furniture to complete tabletop activities and eat their snacks. Resources and toys are well maintained and in good working order with some aspects of culturally diverse items included.

## Leadership and Management

**Adequate**

The child minder has suitable procedures in place to ensure the adequate operation of the setting. The child minder has a statement of purpose which outlines the details of the service, this is in line with how both co-minders operate when working together or independently from the same premises. The child minder agrees contracts with parents. However, permissions for activities such as taking children on trips and accessing emergency medical treatment were not consistently signed by all parents. The child minder agreed that this was an oversight and had produced an action plan before the inspection was concluded as to how this matter would be improved and maintained. In the main, record keeping is suitably maintained. Although registers were accurate, we noted that the daily registers were not completed in a timely manner. This can impact on safe evacuation of children and adults. In discussion we were told this was an oversight.

The child minder evaluates her care and makes improvements. She has a quality-of-care report that includes the opinions of people using her setting. The report reflects very positive feedback from parents which demonstrates a high level of satisfaction with the service she provides. The childminder has completed the Self-Assessment of Service Statement (SASS).

The child minder keeps up to date with best practice and refreshes her first aid, child protection and food hygiene training regularly. She has undertaken an extensive range of additional training to further develop her skills and understanding. This demonstrates a commitment to improving practice and supporting her own professional development, which in turn benefits children. The child minder has ensured that any adults living or working with her, and her co-minder have an up-to-date Disclosure and Barring Service certificate (DBS).

The child minder works closely with parents to help smooth their child's transition into her care. Information about the children's preferences and individual needs are sought before they start and is updated as needed. This ensures children continually receive a good level of care. She provides parents with daily verbal feedback on the well-being of their child. Parental questionnaires note that they are happy with how both co-minders work well together. The co- child minding is an advantage to parents as they report that it assures the parents if one child minder is not available, another can easily and confidently manage the service without having to seek cover.

## Recommendations to meet with the National Minimum Standards

R1. Ensure that daily registers are completed in a timely manner.

R2. Ensure that parental permissions are sought for all regular outings.

R3. Ensure that *all* accidents and medication records include signatures from both parents and the child minder in a timely manner.



### Summary of Non-Compliance

| Status              | What each means   |
|---------------------|---|
| <b>New</b>          | This non-compliance was identified at this inspection.  |
| <b>Reviewed</b>     | 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. |
| <b>Not Achieved</b> | Compliance was tested at this inspection and was not achieved.  |
| <b>Achieved</b>     | 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      |
| 38 (1) (e) | Ensure fire drills and practices are carried out at regular intervals so children are aware of the procedure to be followed in case of fire. | 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)   |
|                            | No NMS Recommendations were identified at this inspection |

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

| Best Practice   |
|---|
| Recommendation(s)   |
| Ensure that daily registers are completed consistently in a timely manner.  |
| Ensure that parental permissions are sought for all regular outings.  |
| Ensure that all accidents and medication records include signatures from both parents and the child minder and that these are completed in a timely manner. |

| Ratings          | What the ratings mean  |
|------------------|--|
| <b>Excellent</b> | 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. |
| <b>Good</b>      | 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.  |
| <b>Adequate</b>  | 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.  |
| <b>Poor</b>      | 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.   |

**Date Published 17/05/2023**