



## Inspection Report

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**Hengoed**



**Date Inspection Completed**

10/05/2022

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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	21 August 2018
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	No. 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.

## **Summary**

Children feel exceptionally safe, happy, and secure in the childminder's home. They are very fond of her and enjoy playing with the other children she cares for. They can choose freely from an excellent selection of fun, age-appropriate toys and activities to help them develop and learn. Children are encouraged and given time to speak freely and know they will be listened to and their opinions matter.

The childminder is exceedingly kind and respectful to the children. She makes sure she keeps the children safe by following her policies and procedures carefully. The childminder has completed an incredibly good range of training which has given her the knowledge and skills to care for the children.

The childminder's home is exceptionally clean, welcoming and child friendly. Care takes place on the ground floor where children can play, eat, rest, and use the toilet easily. She understands her responsibility to make sure risks to children's safety are removed where possible.

The childminder uses a good range of policies and procedures to run her service. She is developing a well organised system to help her grow and improve the quality of her service. She keeps parents well informed about their children. She works closely with them to give the children care tailored to their individual needs.

## Well-being

Children are relaxed, very happy, and feel safe in the child minder's care. They have lots of fun and learn new skills playing with the interesting toys and activities in her home. Children are very keen and happy to share their ideas with the child minder and know they will be valued and listen to. For example, they are excited to pretend to prepare a meal with the childminder in the play café and were happy to go to the play shop to buy her food that she had ordered.

Children are very comfortable and familiar with the routines in the child minder's home which gives them a sense of security and belonging. They are learning how to do things for themselves including, problem solving in their play, helping to tidy away the toys after activities and put their shoes and coats on. They do this independently with some help and direction by the child minder when needed. They are adapting well to new routines, which have been implemented by the child minder due to the COVID -19 pandemic. For example, they joined in with the hand washing routine before and after snacks.

Children receive lots of encouragement to be kind, share and listen to their friends. They are treated with respect by the childminder who has realistic expectations of their behaviour and developmental stage. For example, the child minder gently reminded a younger child to be careful when they were having a problem with sharing. They responded positively by passing over the toy and the child minder quickly praised them for being kind.

The children are very interested and excited by the activities at the child minder's home. They are able to sit and spend time at a table or on the floor, happily playing games alone or with the childminder. For example, one child was engrossed in an imaginary game with dinosaurs whilst the other was heard laughing loudly playing a game with the childminder.

## Care and Development

The child minder follows a set of clear policies and procedures to ensure she keeps children safe and healthy. She has a suitable safeguarding policy in place and is confident in her procedures for dealing with safeguarding matters. The child minder ensures she has up to date knowledge and training of first aid. This allows her to be confident in her procedures for dealing with accidents, incidents, and administration of prescribed medication and completes these important records forms appropriately. The childminder does not currently make records of injuries children have sustained outside her care.

The childminder has a pet dog. She has a pet policy in place and assess the potential risk the dog may present for children and reduces or eliminates those where possible. The child minder has developed a specific COVID -19 policy and risk assessment and has excellent procedures to protect children during the current pandemic. She ensures robust hygiene routines are in place to promote children's health and encourages children to wash their hands at appropriate times.

The child minder offers an excellent range of freshly prepared, healthy snacks and drinks to the children which they enjoy. She knows the children's individual food preferences and can meet the needs of specific dietary requirements because she invests in training. She provides parents with information on potential food allergens.

The child minder is confident in her use of positive strategies to promote good behaviour effectively. She follows a behaviour management policy which describes how she will promote positive behaviour in her home. The childminder ensures she completes an extensive range of training to ensure she has the required skills to care for the children. She has her Cache level 2 in childcare and explained she is very interested in increasing her knowledge and understanding in how best to support the development of children in her care.

The child minder aims to provide care which is tailored to the children's individual needs. She provides an excellent choice of enjoyable, challenging play and learning opportunities both indoors and outside in the local area to promote the children's all-round development. She makes formal records of the progress of children who are not yet in full time school. She helps children learn about a range of cultures by celebrating festivals such as Diwali, Chinese New Year and Saint David's Day.

## Environment

The child minder has a particularly useful set of policies and procedures to ensure the environment is safe for children. She identifies and where possible reduces or eliminates, risks to children's safety. She carries out regular fire drills and helps children understand the importance of fire safety. The child minder follows current best practice guidance when cleaning her home and resources to protect children from the risk of COVID 19. She ensures the maintenance checks for the home and appliances are up to date.

The child minder organises the indoor and outdoor play environment extremely well so children can access a fantastic range of exciting, well maintained resources with ease. Many of the resource storage boxes are at a height children can reach independently. There is child sized furniture available for children to complete tabletop activities or eat their snacks. The garden area has a number of different areas children can access including a decking area with seating, a lawn laid with astro turf. There is an outdoor hot tub which the children do not have access to. The childminder said that this always remains locked during childminding hours. The childminder explained she replaces outdoor resources when needed.

## Leadership and Management

The child minder manages her service very well and aims to improve her skills and the quality of the service she provides. She has a good range of policies and procedures and a clear vision for her service. For example, details of the child-minding service she offers to parents and children are clearly outlined in the statement of purpose. She agrees contracts with parents and has a suitable procedure for obtaining permissions for activities such as taking children on trips and accessing emergency medical treatment.

The child minder maintains appropriate security checks for persons over the age of sixteen years living at her home in order to safeguard children. She understands the importance of keeping up to date with best practice and the need to refresh her training and skills regularly. She has a complaints policy in place for parents.

The child minder uses feedback from parents and children successfully to help her evaluate the quality of her service and plan for its development. She works with parents closely to ensure children experience the support required to meet their individual needs. She keeps parents well informed and stays in contact by phone, text, or email to provide feedback on the well-being of their child.



## **Recommendations to meet with the National Minimum Standards**

R1. The childminder should maintain records of pre-existing injuries for children attending the setting,

### 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

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