



## Inspection Report

**Craig Taylor**

**Newport**



### **Date Inspection Completed**

24/09/2021

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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	First inspection since registration
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	The service does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of children who use, or intend to use their service.

## **Summary**

This is an inspection undertaken during the Covid-19 pandemic; therefore, we have focused on the priority areas for this setting and not the full quality framework.

The children thrive and have excellent opportunities to nurture their skills and learning through high-quality and fun activities daily both inside and outside. The children respond extremely well to the child minder's calm and gentle approach to establish very strong attachments. They have lots of fun in their play and have many opportunities to express themselves and make decisions about their care and learning. The child minder works with his co-minder wife to assess children's progress appropriately and good support helps the children reach their full potential.

The child minder implements robust safety and security measures throughout and health and hygiene procedure effectively. He has secure knowledge of child protection to safeguard and protect children's welfare and completes regular training so that he knows what to do to ensure children's well-being. All recommendations identified following the house move have been addressed successfully. The basement dedicated to child minding is bright, inviting and well designed to support children's independence and learning. A wealth of good quality resources and equipment enrich children's play and learning experiences successfully.

The child minder and his co-child minder wife work extremely well together to provide a high quality service for children and their parents. All parents praise their teamwork and the child minder's friendly, fun and nurturing manner towards their children. The child minder is motivated to increase his knowledge and skills further and works collaboratively to review some aspects of the service and ensure necessary records and documents are in place.

## Well-being

Children have excellent opportunities to make decisions and express themselves because they know their ideas, wishes and choices are listened to. Quality questions throughout the day, such as “*Which one would you like to do?*” encourages them to make frequent decisions about their care and play. Children select if they want to join in the craft activities, where they want to eat and where they would like to have a story. Questionnaires enable children to share their views and give feedback about their care.

Children are very happy, get on well with other children who attend and are cared for by people who know them really well. They benefit from an extremely flexible ‘settling-in’ policy, which prioritises the needs of each child and their family. As a result, the children feel safe and settle quickly. Children select who they want to be their key person and flourish within the nurturing, calm and positive relationships. Throughout the visit, a child chatted and remained by the child minder’s side. When they expressed their worries about him going to fetch something, he waited until they felt safe and comfortable for him to go.

The children have great fun in their play. There was much laughter and cheering when chasing the bubbles around the garden, squealing with delight when they popped one. Parents told us their children “*Really love it, absolutely love it*”. They report how their children run out the door when they know they are going and are disappointed not to go on a weekend. Photographs show children having great fun on various outings. For example, getting muddy, making shelters and building fires to roast marshmallows and fruit bread at Tredegar House. Praise and continual encouragement, parties to celebrate their birthdays and examples of their work decorate the playroom. This helps the children to feel special and nurtures their confidence and self-esteem effectively.

Children thrive and make excellent progress in their learning and development. They develop their independence and individual skills successfully. Children wash their hands at regular intervals and learn to put their shoes on and feed themselves at mealtimes. They also listen to stories well and learn to use various tools appropriately. For example, during a craft activity, “*Always safety first (child), (child) you never point scissors upwards.....*” helped the child understand how to handle scissors safely. Children always take the lead in their play and actively follow their interests. We saw a child use their imagination well to create scenes and introduce various characters to take on different roles.

## Care and Development

The child minder places high priority on ensuring children feel safe and secure in his care. He implements the health and safety policies and procedures effectively. For example, all children wear wrist straps on outings, which include the child minder's contact details and the service name. The child minder works closely with his co-minder wife to ensure children's individual needs are well met, including any medical or dietary requirements. There is a wide variety of meals for children to enjoy that are balanced, nutritious and in good quantities. However, a list of allergens within the food is not in place. There is strong emphasis on promoting healthy lifestyles and good hygiene practices. Children benefit from plenty of outdoor play and physical activities. Gentle reminders about washing hands, such as after playing outside and the child minder washing his hands at the same time, reinforces effective hand washing practices.

The child minder is an excellent role model. He is very consistent and positive in his management of children's behaviour in line with his 'behaviour management policy'. The child minder is very enthusiastic and animated in his praise to help the children feel special and valued. He shows warmth and kindness towards the children and gentle reminders of the routines helps the children feel secure and know what comes next. As a result, parents report that their children are much calmer and how their behaviour has improved.

The child minder knows the children well and tailors his support skilfully to ensure their individual needs are met. We observed the child minder, his co-minder wife and the children sit together on the mat outside to read the story, 'We Are All Different.' They took turns to read a sentence and at the end of each page asked a number of questions to encourage children's participation in the story. For example, "*Where do you live?*", "*What language do you speak?*" "*What colour is....?*" and "*Can you tell me where....?*" As a result, the children engaged very well in the story.

The child minder works with his co-minder wife to complete written assessments of children's skills to track their progress. Observations, devising next steps and introducing formal activity planning linked to these are in their infancy. Nevertheless, children thrive, participating in a wealth of stimulating activities that reflect their interests, age and stage of development. Daily craft activities and a wealth of fun, stimulating outings enrich children's language, skills and learning further. Photographs observed during our visit show children enjoy visits to the water park and pottery museum to make cups and pots. They have fun cooking, dressing up as Roald Dahl characters during book week, and making their own map of the world. The child minder sometimes uses basic Welsh language with the children and celebrates the Welsh culture during festivals, such as St David's Day.

## Environment

The child minder ensures the environment is very safe and maintains thorough risk assessments. A pin-code entry system and intercom on the main gate, used exclusively for child minding, ensure good security measures are in place. An extendable safety gate at the bottom of the steps and a dedicated, secure area for the family puppy ensure children can play outside safely. The child minder and his co-minder wife fully understand their responsibilities and work well together to complete daily checks, review policies and update required safety checks. For example, safety tests on the heating system and fire prevention equipment. Regular fire drills take place to help all children learn safe action to take and ensure prompt evacuation in an emergency.

The self-contained basement used solely for child minding is very welcoming and beautifully presented. The cosy, comfortable playroom has suitable space for children to play and benefits from direct access to the well designed, exciting and all weather outside area. The child minder designed and made a mud kitchen, playhouse with kitchen facility and added chalkboards on the walls. This allows the children to choose where they play, explore their surroundings freely and have fun. For instance, during the inspection the children made the decision to have story time outside on the mat. A charming interactive play area under the stairs also offers children different play and learning experiences. For example, wooden activity toys attached to the wall help promote children's dexterity and co-ordination. The child minder helps children to feel special. Photographs, a birthday board and colours and shapes labelled in Welsh and English decorate the walls in the playroom.

The dedicated child minding area is extremely clean and well maintained. Thorough infection control measures are in place. This includes daily cleaning, employing a professional cleaner twice a week, and using a fogging machine to spray all the resources, equipment and furniture every evening. The environment promotes children's independence because the children can easily access the toilet and many resources, which are stored at a low level and organised well. Other toys and games for the older children are stored securely in lidded boxes. There is a plentiful supply of toys, games and resources, well suited to the ages and stages of development of the children attending.

## Leadership and Management

The child minder is very committed, organised and works hard to provide high quality care for children. He works collaboratively with his co- minder wife to review their thorough policies and procedures, discuss the children and all areas of practice. This helps to promote consistency and the smooth running of the service. Parents praise the partnership and how successfully they work together to secure good outcomes for their children, affectionately calling them the “*Dream Team.*” The child minder and his co-minder wife use an online system for all their documentation and update these routinely. For example, children’s information, daily registers and accident forms.

The child minder is motivated and has high expectations of himself to develop his skills and knowledge further to further enhance the quality of service for children and their parents. For example, developing the use of Welsh, improving his computer skills and undertaking additional training around observations, assessments and activity planning. He is very receptive to new ideas and ways of working and uses feedback from children and parents to help identify any improvements. He is aware of the need to complete an annual quality of care review report covering all aspects of the service. The child minder attends regular training and demonstrates thorough understanding of safeguarding and his role to keep children safe.

Partnerships with parents are excellent. Parents praise the communication and the in-depth information they receive about all aspects of the service and their children’s care. For example, detailed policies and procedures, the statement of purpose and daily access to the settings’ online app. Parents appreciate the photographs they receive throughout the day to show their children are happy and the various activities and fun things they have been doing. A daily electronic report about their child’s day, as well as verbal feedback on collection helps keep parents up to date.



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

R1. Develop the systems for observing, assessing and planning for children's next steps.

R2. Undertake an annual quality of care review that evaluates practices and all aspects of the service provided.

### 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	N/A

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