



## Inspection Report

**Tina Charles**

**Cardiff**



**Date Inspection Completed**

15/02/2022

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## About the service

Type of care provided	Child Minder
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	First inspection after registration on 7 January 2020
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 people /children who use, or intend to use their service.

## **Summary**

Children settle well into the service which is child centred and provides a home from home environment. They have warm and supportive relationships with the child minder and form close bonds with her and other children who attend. They are able to make choices and decisions about their care and play activities and feel safe and secure with the familiar daily routines. Children have opportunities to become independent and develop their individual skills through a good range of quality experiences and play.

The child minder has a good understanding of how to keep children safe and healthy. She has a good range of policies and procedures to guide her practice. She plans for a wide variety of activities which are interesting and stimulating and capture children's imagination. The child minder records children's progress effectively and plans activities to ensure children's individual developmental needs are met.

The environment is safe and welcoming and supports children's play and learning. A good range of toys and resources promote children's all round development. The children enjoy regular outings within the community.

The management of the service is effective. The child minder has a good understanding of the regulations and National Minimum Standards and is a member of a national umbrella group which provides resources and advice when needed. Parents are extremely complimentary of the setting and the child minder has built positive partnerships.

Children have good opportunities to make choices and decisions about how they spend their time at the setting. For example, when deciding where they want to play and activities available to them. They move around easily and select from the toys and resources which are in reach. Children enjoy their play with a good variety of preferred items. This includes musical instruments, role play in their kitchen, dolls and prams and making music with whistles and a recorder. They have favourite items and discuss them with enthusiasm. Children know what to expect and are familiar with the daily timetable of events.

Children communicate their needs effectively and know from experience the child minder listens to them and takes their views seriously. This helps children to feel comfortable and secure. They express their opinions with confidence. Children receive praise and compliments from the child minder for their efforts. They receive encouragement to develop interests and value sitting together building with blocks and drawing pictures to take home. They enjoyed making tiger masks to celebrate Chinese New Year and Valentine cards to take home for parents. Children are comfortable and relaxed and sing together spontaneously. They enjoy a variety of interesting and fun outings to the local parks and soft play venues in the locality.

Children's emotional needs are very well met and they have clear bonds of affection with the child minder. Children like the closeness of sitting with a trusted adult with whom they can discuss issues. They feel a sense of belonging and attachment and settle easily within a home from home environment. Some children have been cared for by the child minder since they were very young and feel part of her family. They approach the child minder for comfort and reassurance as needed. One young child who was tired lay on the sofa and received close attention and support from the child minder.

## Care and Development

No Rating Required

The child minder has all the appropriate information to keep children safe. She has an effective safeguarding policy and procedures in place and is clear about recognising the signs of any concerns. She keeps good records and has completed relevant training. The child minder keeps a record of all accidents and incidents and these are signed by parents. She has attended paediatric first aid training and is confident to deal with minor injuries. Information relating to children's food preferences is in place and parents work with the child minder to keep her updated about any changes. The child minder carries out fire evacuations with children and makes a record of drills with any learning points to consider for the future.

The child minder supports children to manage their feelings and behaviour successfully. She treats children with respect and gives praise for their positive actions, efforts and achievements. The child minder is a positive role model and children value the calm and settled atmosphere she provides. She interacts with children in a kind and caring manner and is responsive to their individual needs. The child minder knows the children very well and is mindful of the age and stage of development of each child as an individual.

The child minder provides children with a good variety of interesting and stimulating experiences activities. She uses observations and good planning systems to monitor the progress of younger, pre-school children. She uses this information to track children's development across all skill areas. The child minder encourages children to be physically active each day. She arranges visits to Roath Park and a range of soft play centres which children look forward to and enjoy greatly. Children also enjoy dancing and singing indoors.

The child minder uses some basic Welsh with children and intends to provide additional opportunities for children to experience hearing Welsh within her service. She plans to use simple Welsh phrases more frequently on an everyday basis and purchase further books and resources. The child minder takes children to visit the local library and is able to make use of Welsh language story books and resources easily.

**Environment****No Rating Required**

The child minder provides a safe and secure environment for children and supervises them well. The house is safe and secure and children cannot leave unattended. The child minder does not currently keep a record of any visitors and started this practice during the inspection. The house is clean and well maintained. She ensures all routine maintenance checks for the building and appliances are in place. The child minder keeps a register of when children arrive and leave the service. She has clear risk assessments in place which show she considers all hazards which could affect children's wellbeing. These relate to activities, the premises, fire prevention and when taking children on outings. The child minder has a backup plan in place to deal with any emergency situations which involves another local registered child minder.

Child minding takes place on the ground floor of the child minder's home and there is a stairgate to prevent children going upstairs. Bathroom facilities are easily accessed and are clean and fully equipped with paper towels for children to avoid any cross infection. The child minder's home provides children with sufficient space to play and is comfortable and welcoming. Children have use of an area in the lounge where they can relax, rest or sleep. She provides appropriate sized furniture for children to do table top activities and to eat their meals. The child minder provides a wide range of toys and equipment that are suitable for each child's stage of development. She rotates the resources frequently to provide different learning experiences. She ensures all equipment is well-maintained and of good quality, promoting curiosity and discovery.

The child minder ensures children have good access to the outdoor area for active play activities. This area leads from the main living room and is well equipped and inviting to children. A good range of ride on toys and equipment is available in the garden and the child minder encourages children to spend as much time as possible outside, weather permitting. The child minder has recently installed artificial grass in part of this area to improve the experience of children. She stores resources appropriately to allow children to use them independently and ensures that they are well-maintained and of good quality.

## **Leadership and Management**

**No Rating Required**

The child minder manages her service well and has good knowledge of her role. She understands the requirements of the regulations and National Minimum Standards to guide her child minding practice. She is conscientious and has high expectations of herself. The child minder is committed to learning and development and keeps her professional training up to date. She maintains all the appropriate records as needed. There is a clear statement of purpose in place which provides parents with accurate information about how the service runs. The child minder has the required policies and procedures and is in the process of reviewing and updating them. She has an up to date disclosure and barring (DBS) check certificate to confirm her suitability as a registered child minder. The child minder notifies Care Inspectorate Wales of all changes to her service.

The child minder is reflective and committed to improving her service. She actively asks for feedback from parents and children by sending out questionnaires. She provides a quality of care report which includes the opinions of all those who use her service. The information received demonstrates very positive views and the service is highly recommended to others. Parents find her extremely approachable and thorough with regard to safety and value the close relationships she has with their children. The child minder has a plan of action for the next year which includes learning basic Welsh. She also intends to continue to develop the outdoor area. The child minder has a complaints policy which she gives to all parents along with a range of other policies when they register their children. No complaints have been received.



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

R1. Ensure a record is kept of any visitors to the setting whilst children are present.

R2. Increase the use of Welsh in 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	N/A

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<b>Ratings</b>	<b>What the ratings mean</b>
<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.

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