



Inspection Report

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Newport



Date Inspection Completed

23/02/2024

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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	07 October 2021
Is this a Flying Start service?	Yes
Does this service promote Welsh language and culture?	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.

<u>Well-being</u>	Good
<u>Care and Development</u>	Good
<u>Environment</u>	Adequate
<u>Leadership and Management</u>	Adequate

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

Summary

Children are happy and comfortable at the child minder's home, they happily express themselves and form warm relationships with the child minder. Children develop well as they follow their interests and find the play and learning opportunities fun and engaging. Children have good opportunities to direct their own play and develop their independence skills.

The child minder is very responsive and attentive to the children. She knows the individual needs of children and plans activities they will enjoy. The child minder promotes good behaviour and encourages positive interactions. She is appropriately qualified and completes additional training to ensure her professional development reflects current childcare working practises. She has become a Flying Start provision since the last inspection. She has a good understanding of safeguarding children and promoting their well-being.

The child minder maintains the home to a good standard and keeps the environment secure, clean and safe. She has the appropriate risk assessments in place, however some emerging risks have not been identified within the outside play area, although it is not currently in use. Children have access to a range of good quality toys, resources and equipment that promotes children's play, learning and independence.

The child minder runs an effective service however some procedures have not been updated and some record keeping is incomplete. She has developed good relationships with parents by ensuring effective communication and working transparently with outside agencies. The child minder has formed a good support network with other child minding colleagues.

Well-being

Good

Children have a voice at the service and their communication is valued and respected. They direct their own play, in line with their ideas or interests. For example, children happily play together pretending to clean the playroom after breakfast and before school, some pretended to clean and dust the windows, whilst others pretended to sweep and Hoover the carpet. Children are confident telling the child minder what they like and what they want to do.

Children arrive happy at the setting and quickly settle, relax and begin to play. Children are familiar and comfortable in their surroundings and routines. They are confident and reassured as they understand that the child minder treats them kindly and respectfully. The child minder introduced us to children at the inspection, explaining to them why we were there. Therefore, children feel reassured and safe. Children are kept informed about daily activities and future plans, which means they are well prepared about forthcoming events. For example, they are asked if they wish to go to toddler groups and other community based events. Photographs of children and their families hang on the wall which gives them reassurance and comfort.

Children concentrate well and clearly enjoy their chosen activities. They respond well to the child minder and follow simple instructions. They have lots of opportunities to develop their social skills and are happy to voice their opinions and express their needs. Children spontaneously say *'please'* and *'thank you'* and are eager to help. Younger children are learning to share and wait their turn, for example, when sharing dolls and toy pushchairs.

Children are happy in their play and enjoy learning. They concentrate well on their chosen activities and comfortably move through the environment finding favourite toys to play with. Children love playing with their chosen dolls and push them around in a pushchair happily chatting to the child minder. Another child pretends to go shopping at the supermarket and shows the child minder her shopping, delighted to have bought cupcakes and sauce.

Children are learning to be independent. The child minder encourages children to do as much for themselves as possible in line with their age and stage of development. Children wash and dry their hands, store away their belongings, tidy up and problem solve during play. Play opportunities help develop their confidence and this in turn supports them to learn new skills.

Care and Development

Good

The child minder keeps children safe and promotes their development and well-being. She knows the children well including their individual allergies, dietary requirements and medical

needs. She has a good understanding of safeguarding procedures and her responsibilities to keep children safe, reporting to the appropriate service any child protection concerns she may encounter. However, her policy did not identify a procedure should an allegation be made against anyone living in her household. She has systems to record accidents, incidents, pre-existing injuries and the appropriate administration of medication and she knows to monitor these regularly. The child minder encourages indoor and outdoor exercise; promoting children's physical well-being, healthy lifestyle choices and healthy eating. She regularly practices and records fire drills with the children. The child minder has current paediatric first aid training and has the knowledge to deal with minor injuries.

The child minder is a positive role model for children, speaking kindly and respectfully to them at all times. She responds to the children calmly and practises appropriate behaviour management strategies; for example, using lots of praise and listening to children. The child minder provides appropriate activities for children's individual abilities and encourages children's curiosity ensuring that they do not become bored or frustrated.

The child minder can identify children's individual needs and plans a good range of stimulating play opportunities to support their learning. Many of these learning opportunities are outside of the home, within community based groups. She discusses these opportunities with parents to ensure that they are suitable for the needs of the child and that parents are fully informed. Children really enjoy the trips into the surrounding community and nearby attractions and these experiences broaden children's knowledge and understanding of the world they live in. The child minder observes and plans around children's developmental needs in order for them to gain skills and grow. Within her home she sets up areas so that children are curious and have choice in how they wish to play. The child minder supports children to make decisions and grow in confidence. She understands how to help children progress in their development, for example, encouraging colour recognition and supporting them to become independent.

Environment

Adequate

The child minder provides a welcoming 'home from home' environment for children, which she ensures is safe, secure and can meet children's needs. The child minder checked our identity upon arriving at the home and asked us to sign a visitor's book. She ensures she maintains her home to a good standard and completes all mandatory safety checks. The child minder completes daily checks for the home and ensures everything is organised for when children arrive. She ensures that motor vehicles have the required documentation and age appropriate cars seats are available for transporting children safely. There is sufficient space allowing children to play in comfort. The child minder has developed the outside area and maintains sufficient risk assessments which show risks have been considered and minimised where possible. However, as steps run the full length of the patio, the outside risk assessment did not full identify all possible risks.

Older children have easy access to a downstairs bathroom and the toilet facilities are clean, hygienic, well stocked and cater for all ages of children. The child minder ensures the furniture and resources are child friendly. We observed her take children to and from her car, and whilst steps to access the home are steep, the child minder is very mindful of children's abilities and manages this transition safely. Child size tables, chairs and high chairs are available so children of different ages and stages of development can easily undertake table top activities in an inclusive manner. Children have access to the kitchen for these table top activities and meal-times, and they are supervised when in the kitchen. When at the child minders home, children who are old enough can sleep on a comfortable sofa whilst younger children sleep in their pushchairs in the playroom.

The child minder monitors all her resources regularly to ensure they are appropriate, and she promptly replaces old or worn items They are varied to keep children's interests and sufficient in quantity to provide children with a choice. For example, there is a range of craft resources, jigsaws and games, musical toys, small world resources and dolls, pushchairs and prams. A considerable amount of time is spent outside of the home environment accessing community resources such as toddler groups, soft play centres, and parks when weather permits.

Leadership and Management

Adequate

The child minder has a clear understanding of her role and responsibilities and undertakes these competently. She has policies and procedures in place to ensure her service operates smoothly. The policy file is satisfactory and organised with parents receiving information about key policies and procedures. However, the child minder needs to ensure they are reviewed and dated regularly so they include correct information, including the correct CIW address. The statement of purpose is clear but does not wholly reflect how the service operates as she had not updated it to reflect she is now a Flying Start provider. Record keeping, overall, is of a suitable standard and she is registered with the Information Commissioner's Office as she uses technology to record information within her business. The child minder maintains a clear register of her own cared for children but had not recorded visiting child minders and their children.

The child minder has a system for monitoring and reviewing her child minding business and consults with parents and children to assess how happy they are with her service. She undertakes an annual quality of care review and submits the Self Assessment of Service Statement (SASS) as required. However, her quality of care report does not adequately reflect the feedback she receives or how this is used to plan for improvements to her service. Consultation with parents and children is meaningful and leads to the development of the service. Disclosure and Barring Service (DBS) safety checks are in place for herself, and members of her household as required. The child minder is currently updating her own DBS to her married name.

The child minder is appropriately qualified and has completed all mandatory training, including, paediatric first aid, safeguarding and food hygiene. She also undertakes additional training to keep up to date with current childcare practices and to support her own professional development. She ensures all mandatory training is kept up to date and regularly completes additional courses that are relevant and support her in her role, recently undertaking Flying Start status. The child minder ensures she meets the appropriate ratios and prides herself on providing a reliable service.

The child minder builds very good relationships with parents and establishes good partnerships to improve children's learning and development. She keeps parents and carers up to date through a private social media page, messages and verbal communication frequently. She builds good relationships and support networks with other child minding colleagues.

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
38 (1) (e)	Regulation 38 (1)(e) ensure by means of fire drills and practices at suitable intervals, that the persons working with relevant children, and, so far as practicable, the relevant 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)
Standard 5 - Records	Ensure all visitors are recorded including dates and times present, including any visiting child minders and their children.
Standard 24 - Safety	Ensure the risk assessment for the outside play area supports children to play safely outside through a combination of supervision and protection from hazards.
Standard 1 - Information	Update Statement of Purpose to clarify that the child minder is a Flying Start service.

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 policies and procedures have correct details for Care Inspectorate Wales and are reviewed and dated as required and update safeguarding policy to reflect the procedure should an allegation be made against someone in the household	
Review how the quality of care report reflects parents and children's feedback, and include an action plan to help improve the service.	

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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