



Inspection Report

Louise Meredith

Monmouth



Date Inspection Completed

19/07/2023

About the service

Type of care provided	Child Minder
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	Manual Insert] First Inspection since registration in December 2020.
Is this a Flying Start service?	Manual Insert] No
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.

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

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

Summary

Children are happy and feel safe in the child minder's care. They settle well and develop positive relationships with her and other children attending. Children can make choices and decisions about their care and play. They have good opportunities to become independent and develop their individual skills through a good range of learning experiences and play.

The child minder is responsive and attentive to all the children. She has a warm and nurturing manner and is a good role model. The child minder knows the children very well and meets their individual needs and wishes.

The child minder's home is welcoming and supports children's play and learning. A good assortment of indoor and outdoor toys and resources capture the children's interests. The child minder regularly takes children on outings. All required policies, procedures and record keeping are in place to ensure the smooth running of the setting. However, some record keeping needs further consideration.

The child minder manages her setting well, in line with the National Minimum Standards and regulations. She works with her husband who is the assistant. Parents are very complimentary of the child minder and the service she provides.

Children are happy and relaxed in the child minder's care. They have many opportunities to make choices and decisions, as they move freely around the setting choosing from the resources available to them. Children are happy to express themselves, as they know their ideas and opinions are listened too. We heard children excitedly talking whilst playing with the water tray in the garden, mixing sand and water together. They involved the childminder and the assistant in their conversation, this demonstrates that children are well settled.

Children have fun at the setting. They enjoy being in the company of both adults and enjoy involving them in their play. For example, some of the children were playing in the garden absorbed in their chosen activities such as sand, water, and role play. When the child minder's assistant had to leave to pick up more children from school, the childminder stepped in replacing the assistant; this allowed the children to remain on task without interruptions. Children are settled and familiar with the routines and play options in the child minder's home, this gives them a sense of security and belonging.

Children have formed lovely friendships in line with their age and stage of development. They interact well with one another and play happily alongside each other. Children receive frequent praise for their efforts and achievements, which promotes their self-esteem and makes them feel valued. They share resources and take turns and understand the feelings of others. For example, we saw a child praise another for passing the items in the toy kitchen in the garden. They copy the good role modelling of the adults by saying "Thank you, I wanted to use the cup to fill with water to put in the sand tray".

Children enjoy playing with a variety of activities and resources. They are absorbed in their play and concentrate for an appropriate length of time. Older children told us that they access the outdoor area daily and enjoy learning to plant flowers or mark making outside. Indoors, children have ample space to move around the playrooms. Some children formed a long track in the 'busy room' waiting for the others to choose their toy cars and trucks to race.

Children have good independence skills which enables them to do things for themselves. For example, older children use the bathroom facilities and wash their hands independently and use appropriate cutlery at mealtimes. Children access resources with increased confidence or they ask the child minder for help if they cannot find something. All children enjoy quiet time taking a brief nap or listening to a story. They join in the story telling by pointing out what will happen next and anticipating how the mouse will outwit the Gruffalo. They smile laugh and help with turning the pages of the book.

Care and Development

Good

The child minder keeps children safe and healthy. Both the child minder and her assistant have attended up-to-date safeguarding training and understand the procedures to follow should they have any child protection concerns. They have current training in first aid, enabling both to deal with minor accidents confidently. There are suitable systems in place to record accidents, incidents, and the safe administration of medication. The childminder provides healthy meals for the children, which the children enjoy. She implements effective infection control procedures. Good hand hygiene is promoted with the children. For example, the child minder makes sure children wash their hands at appropriate times such as, before eating. However, we noted that a communal towel was used for hand drying. Sharing towels could cause cross contamination and spread of infection.

The child minder is kind and caring and delivers warm, nurturing care. She has a very good understanding of child development and how this influences children's behaviour. The child minder effectively supports children to interact with one another appropriately. She offers encouragement and praises children frequently, for their efforts and positive interactions. Both adults are good role models and encourage children to share and be kind. The child minder supports children to make choices over where and what they want to play with, this helps promote their self-esteem and self-confidence.

The child minder knows the children very well and provides play opportunities and resources according to their interests and needs. She promotes a calm and happy atmosphere which gives children the confidence to explore and learn. She naturally extends children's learning during their play with lots of incidental counting, language modelling and open questioning. The child minder ensures children experience a variety of stimulating activities. There is a system in place to plan for and monitor the progress of younger pre-school children. The child minder tracks children's development across all skill areas and can show if any areas need additional attention.

Environment**Good**

The child minder makes sure the premises are safe and secure. For example, the front door and side gate which parents mainly use are kept locked. In the main, accurate records are kept of children's attendance. However, on the day of the inspection the register did not clearly show the total numbers of children attending at any given time. This was because of the electronic systems used. Before the inspection was completed the child minder had revised the registers and developed a clear process of showing the exact numbers of children and adults on site. Therefore, we did not raise this as an area for improvement. The child minder completes risk assessments for all areas of the setting and any outings undertaken. Risk assessments are effective and identify potential hazards to children and any action taken to manage these risks. 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 the home, her vehicle and public liability insurance are up to date.

The environment is clean and well maintained. It provides bright and spacious areas for children to play and learn. Children have use of three spacious rooms and a downstairs bathroom. 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 toddlers and older children. Toys and games are well organised and stored at low level so children can access them independently. The child minder's garden is well equipped with toys and resources and all children can have free flow access to the garden and indoor areas throughout the day.

The child minder ensures equipment suits the children's age range. Children sit comfortably at child sized furniture to complete tabletop activities and eat their meals. Resources and toys are well maintained and in good working order.

Leadership and Management

Good

The child minder has good procedures in place to ensure the smooth operation of her setting. She has a clear statement of purpose which outlines the details of the service she offers. 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 evaluates her care and makes improvements where necessary. She completes an annual quality of care report which 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. For example, *“Both the child minder and her assistant both are very good they make a good team and my child is very happy at the setting.”* The childminder has completed the Self-Assessment of Service Statement (SASS).

The child minder keeps up to date with best practice and refreshes the Disclosure and Barring Service certificate for herself, her assistant and anyone above the age of 16 years old living at her home. She and her assistant undertake 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 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 good levels of care. She provides parents with daily verbal feedback on the well-being of their child. Parents we spoke to told us of their extreme satisfaction with the service provided to them as a family. *“She is brilliant, and the house is so convenient for us as they are local to us”.*

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
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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 10 - Healthcare	Revise hand drying facilities so that communal towels are not used.

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 the registers of attendance are fully accessible.

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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