



Inspection Report

Angela Grigoriou

Barry



Date Inspection Completed

02/11/2021

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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	8 Nov 2016
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	This is a service that does not provide the 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 the service.

Summary

This is an inspection undertaken during the Covid19 pandemic. We have therefore focused on the priority areas for this setting and not the full quality framework.

Children are happy and settled at the service. They have warm and supportive relationships with the child minder. They are able to make choices and decisions about their care and play. Children have opportunities to become independent and develop their individual skills through a good range of quality experiences and play. Children form close bonds with the child minder and other children at the setting, helping them to feel safe and secure.

The child minder understands how to keep children safe and healthy and manages children's interactions well. She plans activities with children based on their preferences and has a system to record the progress and achievements of preschool children.

The environment is safe, welcoming and comfortable. It is very well-resourced and supports children's play and learning. A good range of stimulating toys and resources promote children's all round development.

The child minder manages the setting effectively. She has the required policies, procedures and records in place. She keeps up to date with essential training and takes advantage of related online training to extend her knowledge. Parents are very complimentary of the setting and the child minder has built positive partnerships with them.

Well-being

Children have good opportunities to make choices and decisions. They know what is available and discuss all the options open to them with the child minder regularly. They move around the house easily and select from the toys and resources, which they can reach without difficulty. Children enjoy their play with a variety of preferred items. A number of the children look forward to doing craft work and colouring while watching films. They enjoy following seasonal topics such as Halloween, Christmas and family celebrations. We saw children engrossed in making pictures for Halloween. They enjoyed sharing information about their school and home lives during this time. This activity allows children to relax and develop companionship and close interactions.

Children are happy and settled and are clearly very attached to the child minder. Children's emotional needs are well met and they have strong bonds of affection with her. Children like the closeness of sitting with a trusted adult to discuss issues important to them. They are comfortable and relaxed within the setting and some children have attended for many years. They feel they have a home from home experience and are happy to leave their games and activities knowing they can resume them the next time they visit. Children discuss the food they like and know they will always have a meal they enjoy. They provide the child minder with ideas for meals based on preferences. Children show their affection for the child minder with presents they make for her at home.

Children know their opinions are heard and their needs will be met, which helps them to feel comfortable and secure. They express their views with confidence. Children receive praise and compliments from the child minder for their efforts. They are encouraged to develop interests and one child was keen to discuss her family and friends, showing pleasure from sharing this with the child minder. Children were very pleased to play with the new small blackboards and chalk which they had requested. They enjoy playing outside in the garden, visiting local parks and the library and meeting with friends in playgroups.

Children are encouraged to do as much as possible for themselves and learn a range of independence skills. They understand the need to help to tidy up before eating and when starting a new activity. Some children are in the process of learning how to put on their own coats and shoes. Older children wash hands and use the facilities independently and know they can ask for support if needed. Children receive satisfaction from completing tasks successfully.

Care and Development

The child minder has all the appropriate information to keep children safe. She implements suitable measures to reduce risks associated with Covid19 in line with Welsh Government guidance. She has a detailed risk assessment to guide her actions. For example, she cleans the environment thoroughly at regular intervals and supports children to wash their hands regularly. Non-essential visitors do not enter the premises.

The child minder understands how to protect children. She is able to recognise the signs of any concerns and has a detailed child protection policy in place. She intends to renew her training in this area in the near future. The child minder keeps a record of all accidents and incidents at the setting which are signed by parents. She discusses any existing injuries of children when they arrive at her service with parents and keeps in contact with them to ensure information is shared. The child minder does not currently make a record of children's injuries which happen outside her setting. She intends to begin to use an appropriate template for this at once. Regular fire drill practices ensure children are aware of how to leave the building safely in an emergency and the child minder plans and records these appropriately. The child minder has a clear medication policy and procedure, which all parents sign.

The child minder supports children to manage their behaviour successfully. Children are respected and praised for their positive behaviour, efforts and achievements. The child minder is a good role model and children value the calm and settled environment she provides. She interacts with children in a kind and caring manner and is responsive to their individual needs, promoting a calm and settled atmosphere.

The child minder ensures children experience a variety of stimulating activities. She carries out observations on individual children to monitor developmental milestones. This system tracks children's development across all skill areas and can show if any areas need additional attention. Children are encouraged to be physically active each day. The child minder has a weekly programme of visits to play groups, parks and the library to extend children's experiences.

Environment

The child minder provides a safe and secure environment for children. The front door and back gates are locked to restrict entry to the premises and to ensure children do not leave unattended. A record is kept of all visitors. The house is clean, comfortable and well maintained. The child minder undertakes routine maintenance checks for the building and appliances on a regular basis. A register records the times that children arrive and leave the service. The child minder has risk assessments in place, which show she considers all hazards which could affect children's wellbeing. She carries out checks daily before children arrive. Bathroom facilities are located on the ground floor and are clean and fully equipped with paper towels and seats for children's use. These are accessed easily by children.

The child minder's home provides children with excellent space to play and learn. There is a designated play room for minded children which is attractive and very well resourced. Children value this area and were keen to show the room, with one child stating, 'we even have our own sofa'. Children also have use of a comfortable area where they can rest, sleep or have some quiet time in the lounge area. The child minder provides appropriate resources for children to do table top activities and to eat their meals in the spacious family kitchen. Toys and equipment are suitable for children's stages of development and are bought to meet the interests of children. All resources are stored in the playroom in boxes which are labelled in English and Welsh. The child minder encourages children to use them independently and ensures that the equipment is of good quality and well-maintained.

The child minder's garden leads from the main living area and provides a safe space for outdoor play. She removes play equipment from the garden during the colder months into a storage area. Children are free to access the area if they request. Older children are able to take advantage of playing ball games at the front of the house in the court yard. The child minder has a small dog which interacts appropriately with children and is liked by them.

Leadership and Management

The child minder manages her service well and has a good understanding of her role. She has considerable experience over many years and mostly keeps her training and learning up to date. There is a clear statement of purpose providing parents with information about how the service runs. The child minder has the required policies and procedures in place but some of these need to be updated. There are DBS (disclosure and barring check) certificates for herself, her husband and adult sons and these are renewed as required to confirm continued suitability to act as a child minder. The child minder understands her duty to inform Care Inspectorate Wales of any changes to her service.

The child minder ensures she collects all information needed to care for children safely before children start at the setting. All families have contracts with the child minder. There is a complaints policy in place. No complaints have been made. The child minder is committed to improving her service and actively asks for feedback from parents and children by sending out questionnaires. She provides a quality of care report on a regular basis 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. The child minder acts on the feedback she receives from children, for example buying bigger sizes of dressing up clothes and providing additional resources for older children.

The service which the child minder provides is highly valued by parents who find her extremely approachable and conscientious with regard to safety. Parents value the close relationships she has with their children and appreciated the service during the pandemic. The service was described as a 'lifeline' and a home from home environment for children. Parents look forward to receiving the photographs which the child minder sends to them showing children engaged in activities.

Recommendations to meet with the National Minimum Standards

R1. To update all policies and procedures as needed.

R2. To devise a system to record any existing injuries of children.

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
N/A	No non-compliance of this type was identified at this	N/A

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