



## Inspection Report

**Elizabeth Martin**

**Caerphilly**



**Date Inspection Completed**

29/06/2023

## About the service

Type of care provided.	Child Minder
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	20 April 2017
Is this a Flying Start service?	Click or tap here to enter text.No
Does this service provide the Welsh Language active offer?	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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<a href="#"><u>Well-being</u></a>	<b>Good</b>
<a href="#"><u>Care and Development</u></a>	<b>Good</b>
<a href="#"><u>Environment</u></a>	<b>Good</b>
<a href="#"><u>Leadership and Management</u></a>	<b>Good</b>

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

## **Summary**

Children are very settled and happy and enjoy their time at the service very much. They find the range of activities and play experiences interesting and exciting. Children express themselves confidently and have a strong voice. They play happily together and interact well with each other and the child minder.

The child minder is very experienced in the role and has developed good systems and procedures to ensure that she can offer a safe, interesting, and valuable service to children. She is confident and competent, and over the years has attended a good range of training to keep her practice and knowledge up to date. She manages interactions well and promotes children's play and learning effectively.

The child minder maintains her home very well, with safety aspects fully considered, providing a safe and welcoming environment. She makes effective use of available space, with good access to toilet and eating facilities. The rear garden is small but provides interesting activities for children outdoors. The child minder provides very good resources and equipment to meet the needs of all children.

The child minder is well organised and provides a good service for both children and parents and overall, implements her statement of purpose well. She carries out a basic review of her setting, but this has not effectively supported her to identify improvements that are required to policies and procedures. The child minder is receptive to advice and is committed to making improvements to her policies. Parents speak highly of the child minder and the service they receive.

Children are encouraged to speak and express themselves. They can choose what activities they want to do and confidently ask the child minder to help them or for additional resources. They have exceptionally good relationships with the child minder and other children attending, supporting each other with activities such as building with blocks. They are consulted about what resources they want and know that the child minder will make every effort to provide them. A child told us that they enjoyed drawing, and the child minder was getting resources to support their interest.

Children are secure, comfortable, happy, and relaxed in the care of a child minder with whom they have developed a warm relationship. Nearly all children have been attending the setting for many years and told us how much they liked going. Children enjoy talking with the child minder, chatting happily and animatedly at the table, and discussing their school day.

Children cooperate very well and are sensitive to the emotions of others. The children are all school aged and play extremely well together. They chatted happily together about what they were playing with and help each other to build a 'princes palace' from blocks. Everyone's contributions are valued and praised by the other children and the child minder. Children are respectful of resources, and polite, saying please and thank you, without prompting.

Children are interested in the activities, which are very much led by them. Children drive their own play and therefore persevere because they are engaged in activities that interest them. This was the case especially with the modelling with small blocks and playing with puzzle cubes. They told us how they enjoy the toys and facilities available and how the child minder is responsive to their wishes.

Children are developing a range of skills. They are trusted and encouraged to be independent. They easily access the toilet and eat their packed lunches together at the table. Children can play on their own or in groups, directing their own play. Their play is not dominated by child minder, allowing them freedom to develop their friendships and make decisions between themselves.

## Care and Development

Good

The child minder is very experienced in caring for children and, in practice, she has good systems in place to promote the health and safety of children. She has updated some policies and procedures during this inspection and is further updating others to reflect changes to legislation. The child minder understands her responsibility to protect children and she has a safeguarding policy. She is clear about her duty to refer any concerns relating to the welfare of a child to the appropriate authority. The child minder provides light snacks if children are still hungry after eating their packed lunch. She has a food safety certificate and spoke confidently about how she deals with dietary requirements, including managing food allergies. There is a robust system in place to record accidents and incidents, but these are very few, due to the older ages of the children cared for. The child minder has a current first aid certificate, ensuring she is confident in dealing with any minor medical issues and accidents.

The child minder has a consistent approach to managing the interactions and behaviour of children. There are home routines and rules in place which are discussed and agreed with children. There is a clear behaviour management policy outlining how instances of unacceptable behaviour are managed. The child minder is positive in her interactions with children, knows their personalities well and understands what triggers negative behaviour. There were no instances that required the child minder to implement the behaviour policy, as behaviour was extremely good.

The child minder knows the children well and plans to meet their individual needs. She obtains information about each child, their preferences, needs, personality, and routines on admission and updated as needed. The child minder has numerous discussions with the children regarding activities they like. For example, they are involved in picking new resources and visiting the shop to purchase them. She incorporates life skills into activity planning to help them keep themselves safe. For example, they had been learning about the different flags found on the beach, to help them understand the dangers of the sea. The child minder uses minimal Welsh language with the children. We discussed the Welsh Government's Active Offer policy and although the child minder is not able to provide the service through the Welsh language, she agreed to consider how she could further promote the language by introducing more words and phrases into the daily routine.

**Environment****Good**

The child minder provides a clean and secure environment. She is clear regarding her responsibility to ensure that the environment is safe and has basic written safety guidelines in place for observing risks inside the home. She currently only cares for school aged children and there were no obvious risks seen. The child minder's home is secure with doors locked and keys kept in a safe but accessible place. The child minder practices regular fire drills with children and good records are kept. She has appropriate safety equipment in place, but this is minimal due to the age of children attending. The child minder maintains the property to a high standard, and this includes carrying out an annual gas service.

The child minder provides sufficient space to meet the needs of children. She cares for children in the lounge and kitchen/dining area. She has toilet and hand washing facilities on both floors. She has easy access to the kitchen allowing her to prepare snacks whilst being able to supervise the children. There is a large dining table and chairs that allow them all to sit together to chat or for food and craft activities. She has limited space indoors for children to be active, but there is access to a secure rear garden.

The child minder has a broad selection of toys and resources which are easily accessible to children. These are organised and well maintained. She has planned and purchased a wide range of resources to make their time at the setting interesting.

## Leadership and Management

Good

The child minder has a vision for the service, and this is shared clearly in her Statement of Purpose. She has good understanding of current best practice relevant to her setting. She has reviewed policies and procedures during this inspection to reflect her current service and practice. She is about to update others to reflect recent changes to legislation such as the Wales Safeguarding Procedures and the Additional Learning Needs Code of Practice. She provides parents with a leaflet containing the Statement of Purpose prior to their children starting, to enable them to make an informed choice about using the service. She has updated this document during this inspection. She maintains the required daily records such as children's attendance and accidents well. The child minder is aware of events that CIW should be notified of and has done this promptly as required.

The child minder is reflective and has a system in place for reviewing her service. She values feedback from parents and children and routinely provides questionnaires for them to complete. The most recent quality of care report is basic and did not alert her to the changes that she needs to make to keep her policies and procedures updated. The child minder completes self-evaluation information for CIW as requested. A complaint policy is in place, and it has been reviewed to include how children may raise a complaint about the service. The child minder was keen to hear our views as part of the inspection and demonstrated she valued recommendations that can help improve the service. She is receptive to advice and took steps to address most of the recommendations we discussed during the inspection.

The child minder currently works alone and manages her time well. She has contingency plans in place to cover her in the event of an emergency that have been discussed and agreed with parents. The child minder told us that she ensures resources are available to facilitate planned activities. We saw that she was organised and had planned the activities well on the day we visited. The child minder ensures that all adults living at the home have a valid Disclosure and Barring Service (DBS) certificate to confirm their suitability. She has undertaken all the mandatory training requirements, as well as a wide range of other relevant training events.

The child minder has developed partnerships with parents and other agencies that support her to provide a good quality service. She provides sufficient information to parents when their child starts and speaks to them daily regarding their child's care. Parents provided information to CIW in surveys outlining that they were extremely satisfied with the service they receive and the information they receive about their children's care. The child minder is committed to working in partnership with other professional agencies such as the local authority, to ensure children's welfare is promoted.





### 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
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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)
	No NMS Recommendations were identified at this inspection

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 annual review of the service effectively identifies any improvements that are required to keep setting up to date with current practices.
Review policies where necessary, to reflect recent changes to legislation
Provide more opportunities for children to develop their knowledge and understanding of the Welsh language and other cultures.

Ratings	What the ratings mean
<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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