



## Inspection Report

**Sarah Moses**

**Newport**



**Date Inspection Completed**

05/01/2022

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## About the service

Type of care provided	Child Minder
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	18 January 2017
Is this a Flying Start service?	
Does this service provide the Welsh Language active offer?	This 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 the service.

<u><a href="#">Well-being</a></u>	<b>Good</b>
<u><a href="#">Care and Development</a></u>	<b>Good</b>
<u><a href="#">Environment</a></u>	<b>Good</b>
<u><a href="#">Leadership and Management</a></u>	<b>Good</b>

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

## **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 and very much enjoy the time they spend at her home. They have a strong voice at the setting, are able to make choices about their play and have good opportunities to develop their independence.

The child minder has a good understanding of how to keep children safe and healthy. She has implemented new policies and procedures in response to Covid19 effectively. The child minder plans for a wide variety of activities which are interesting, stimulating and capture children's imagination.

The environment is welcoming, well-resourced and supports children's play and learning. An appropriate range of toys and resources promote children's all round development. The children enjoy regular visits to amenities as well as making good use of the child minder's garden.

The child minder is making good progress in developing her service and in developing appropriate recording keeping systems to support her service. She maintains good links with parents who use her service and they speak highly of the care she provides.

Children have a strong voice at the service. They are actively involved in planning activities with their play preferences and their interests taken into account. They are confident and self-assured, and happy to voice their opinions, likes and dislikes. For example, younger toddlers let the child minder know when they need quiet time with her by looking at books whilst sitting on her lap.

Children are happy and familiar with the home and are comfortable with the routines of the setting. They are confident to move around the ground floor independently, selecting toys and resources of their choosing, assisted by the child minder when necessary. They follow their interests and are supported effectively by the child minder. For example, all the children sat around the dining table quietly concentrating on their chosen arts and craft activities. Younger toddlers were making shapes from play dough and older children doing sticking activity. Children are forming positive bonds of attachment with the child minder and enjoy her involvement in their play. They are relaxed and comfortable in her presence, approach her for cuddles and reassurance and receive encouragement and praise to support their confidence and well-being.

Children benefit from a good selection of play and learning opportunities suitable for their age and stage of development. They enjoy playing with small toys and using the light box to illuminate what they had built. The child minder told us that the children love to use the light box table to display their work. Children have opportunities for outdoor play, using the garden area, mainly designed for child minding. There are regular trips to the park and other outdoor areas to extend children's social experiences. Prior to the pandemic, there were regular visits to playgroups.

Children's emotional needs are 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 talk. They are comfortable and relaxed within the service and feel a sense of belonging and attachment. Most children have been cared for by the child minder since they were young babies and feel part of her family.

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 and supports children to wash their hands regularly. However, on viewing the bathroom facilities it was noted that the children are provided with individual towels for hand drying. Nevertheless, there was a communal towel for the adults to use. This can create confusion for some children who may use the communal towel instead. Currently the child minder's Covid19 policy does not allow non-essential visitors to enter the premises.

The child minder understands her role and responsibilities to keep children safe in her care. She has appropriate record keeping systems for accidents, incidents and medication records. The child minder keeps a record of all accidents and incidents and these are signed by parents. She is confident and clear about recognising the signs of any concerns and has a suitable child protection policy in place. 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 supports children to manage their feelings and behaviour successfully. Children are forming positive relationships with their peers in line with their age and stage of development and have a warm relationship with the child minder. They show interest in what each other is doing, are happy to share resources and sit nicely together when playing. Interactions are consistently positive and children are at ease and comfortable engaging the child minder in conversations and in play activities. They are polite, show good manners and respect resources available.

The child minder provides children with a variety of interesting and stimulating activities. She is very supportive of children's needs and has a good knowledge of their development and what they enjoy doing. She is happy to support and engage in play activities with children. This encourages children's independence and self-help skills, giving them time to attempt tasks without assistance.

The child minder provides a safe and secure environment for children and supervises them well. The front door is locked to restrict entry to the premises. The house is clean and well maintained. Routine maintenance checks for the building and appliances are undertaken. However, an annual safety certificate was not evidenced in the child minder's operational file. The child minder explained that she could not find her certification record. After the inspection visit, the child minder was able to show some evidence that annual safety checks visit was carried out. Therefore on this occasion we did not raise this as a breach in regulation. The child minder has clear risk assessments in place which show she considers all hazards which could affect children's wellbeing. In addition, she also carries out daily checks of her premises, which are recorded. These relate to activities, the premises and fire prevention. The child minder has a backup plan in place to deal with any emergencies, which involves her neighbour who is also a registered child minder.

The child minder's home provides children with sufficient space to play and is comfortable and welcoming. Younger children also have use of the lounge where they can relax, rest or sleep. She provides appropriate 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 children's stages of development and which she rotates frequently to provide different learning experiences. The child minder's garden has been further improved since the last inspection. She has been successful in receiving a local grant intended for child minders. This has been used to install larger furniture and activities for outdoor play.

## **Leadership and Management**

**Good**

The child minder manages her service well and has a good understanding of her role. She has considerable experience over many years and keeps her training and learning up to date. There is a clear statement of purpose providing parents with accurate information about how the service runs. The child minder has the required policies and procedures in place and these are reviewed and updated annually. The child minder's record keeping in the main good and regularly updated. However, the daily registers currently do not record the actual times of arrival and departure. Instead they note the contractual hours when children are expected. There are disclosure and barring check certificates for the child minder and anyone living at the premises above the age of 16 years of age.

Communication with parents is very good. The child minder keeps parents informed about changes to the service and communicates regularly with them verbally, with phone calls and text messages. Parents are extremely happy with the service the child minder provides. They highly value the support given particularly during the recent lockdowns, praising her efforts to maintain contact with children. Written feedback from parents noted that they felt assured of the safety measures the child minder had taken to keep the children safe, especially during the pandemic.

The child minder is committed to improving her service and actively asks for feedback from parents and children by sending out questionnaires. She is reflective and open to new ideas and ways of working to benefit the children in her care. She provides a quality of care report on a regular basis which includes the opinions of all those who use her service. The information seen during the inspection demonstrates very positive views and the service is highly recommended to others.



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

R1. Improve registers to show actual times of arrivals and departures rather than contractual hours.

R2. Ensure that annual safety checks certification is evidenced in the operational file from the utility provider.

R3. Ensure communal towels are removed from the bathroom.

### 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

	inspection	
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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.

**Date Published 25/01/2022**