



Inspection Report

Linda Phillips

Carmarthen



Date Inspection Completed

08/09/2021

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About the service

Type of care provided	Child Minder
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	30 November 2016
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	<i>This is a service that does not provide an '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 their service, however incidental Welsh is used.</i>

Summary

Overall children feel secure, happy, and comfortable at this setting. They have positive relationships with the child minder and she knows them well. Children have mostly good relationships with each other.

The setting has policies and risk assessments in place, which promote the children's well-being. There is a caring atmosphere and the child minder meets children's needs successfully.

Children receive care in a secure and well-organised environment. There is space and facilities to encourage children to play and learn both indoors and out. Toys and play equipment are age appropriate and in good condition. The setting is bright, welcoming and friendly.

Overall, the child minder manages the setting well. She works with parents to give them information about her service, the children's well-being, care and development, and they speak very highly of her. We, CIW (Care Inspectorate Wales) have made two recommendations at the end of this report.

Well-being

Children have a strong voice. One child showed they were unhappy to wash their hands using a bowl of water and liquid soap as they prepared for lunch. The child minder acknowledged the child's wishes to wash their hands in the bathroom. Children confidently tell the child minder when they have had enough to eat during lunch and that they do not want to play outdoors. Their voice is respected. Children play freely and express themselves well.

They choose toys and activities from the selection available, most stored at child height, whilst others are stored away in a cupboard. Children confidently ask questions and receive appropriate responses. A child asked, "*Can I have animals in the boat?*" with the child minder asking if it was Noah's ark they wanted to play with. The children were handed the ark immediately.

Children feel safe, happy and valued. They are settled and content. Children know the routine well, for example, after wiping their nose, an older child went to the toilet and washed their hands before returning to play. Children are cared for by a child minder who knows them very well. Children are included in conversations, talking about their family. For example during lunch time, we heard a child telling the child minder they eat strawberries at home with Mummy too.

Children interact well most of the time, co-operating and sharing with each other. Children are enthusiastic and engaged during activities, smiling and interacting with each other and the child minder. During a card game, we heard children interact positively with one another and the child minder, "*Your turn first, then his turn and then it'll be my turn. Look 1,2,3.*"

Children confidently choose activities that interest them. They enjoy their play and learning. We saw a child choose a book and sit with the child minder, when asked, "*What colour is that?*" the child replied, "*Yellow, red, blue and green*". Children have opportunities to take part in planned and free play activities, both indoors and outdoors.

Children are developing their independence skills well, enabling them to do things for themselves. We saw young children take part in a colouring activity, with little support. Children access the toilet, with help, if needed, and confidently wash their own hands. They help to tidy up resources and toys.

Care and Development

The child minder has satisfactory policies and procedures in place, which promote the children's safety and well-being. The child minder has procedures in place to safeguard children, completing a recent child protection course and answering a safeguarding scenario. The child minder has good knowledge in relation to Prevent duty. She holds a current first aid certificate.

The child minder promotes children's health successfully. The child minder prepares freshly cooked meals for the children. During the visit, the child minder offered children spaghetti bolognese along with yogurt and fruit for dessert. She provides milk or water to drink. The child minder records their medical requirements and allergies. Following the visit, all appropriate parental permissions are in place, including emergency medical treatment and play equipment consent. She keeps records such as accident/incident, existing injuries and medication administration. Very good hygiene practices are in place. For example, she encourages young children to wash their own hands and models how to wash hands herself. Children have an individual towel to dry their hands in the bathroom. The child minder follows her nappy changing policy and procedure and ensures she has a good stock of disposable gloves, aprons as well as wipes. Equipment and resources are clean.

The child minder has a behaviour management and bullying policy in place. She follows the policy and uses the management strategies in it appropriately, praising children for their good behaviour. For example, we heard the child minder saying "*That's excellent, well done*" whilst the child coloured a picture. The child minder interacts well with the children. She engages successfully, whilst promoting their learning. Whilst looking at a book, the child minder said, "*Can you name the colours for me?*" The child minder involves children in playful activities. During free play, she encouraged children to use the lego purposefully, "*How about you build a tractor? like Daddy's one.*"

The child minder is aware of the children's individual development; however at present only records children's development at two years old. Parents know what progress their children make through continuous communication. The child minder also keeps learning journals highlighting areas of learning, however not all entries are dated. During the visit, we found siblings share learning journals. The child minder signposts parents to seek additional support from professionals, such as health visitors, when needed. Parents receive information through a variety of methods, including text messages and verbally.

Environment

Overall, the child minder ensures that the environment is generally safe, secure and well maintained. The child minder ensures children are safe by keeping the main door locked and safety equipment is in place where necessary, for example a stair gate at the bottom of the stairs and the kitchen entrance. The child minder has updated her risk assessments following the visit. A detailed Covid 19 risk assessment is in place. The child minder practises regular fire drills and includes smoke alarm checks. The child minder confirmed chemicals were stored in an under sink cupboard with safety locks as well as in high level cupboards. The child minder keeps a written record of all visitors.

The child minder's premises is spacious, bright, welcoming and well organised. She has recently installed a conservatory, which is part of the dedicated playroom. The airy kitchen has a large table and chairs. She uses the table for children to complete arts and crafts activities and for meal times. Within the playroom there are sofas, wall mounted TV and low-level storage containing toys and resources. The bright playroom has floor space, making it suitable to play and a door leading to a decking area and steps to an enclosed rear garden. She uses the secure garden as often as possible. The outdoor area has a water and sand tray along with ride on toys, balls and a playhouse. The child minder provides children with good opportunities for indoor and outdoor space. She keeps the windows open, to promote good airflow.

The child minder has appropriate equipment for a range of ages. Younger children have access to a highchair and a pushchair is available, if needed. The child minder told us she has a range of car seats suitable for all ages. The child minder promotes the Welsh language through her range of books and other resources including a Welsh interactive calendar. She promotes diversity through the resources and activities available to the children. For example, children take part in activities celebrating Chinese New Year, and these resources are made available in the role play area.

Leadership and Management

The child minder runs her service well, she is organised and keeps nearly all the required records. During the inspection visit, there was no permission record in place for emergency medical treatment, however the child minder confirmed that this is now in place. She has well maintained records in relation to children's contracts and information. The child minder has up to date certificates such as public liability insurance, ICO (Information Commissioner's Office), car documents and boiler service checks. All household members have the required checks. She keeps accurate attendance records of when the children arrive and leave in her registers.

The child minder has a good range of recently reviewed policies. The child minder has a statement of purpose, which accurately reflects her service.

The child minder reviews and evaluates her service effectively. She has provided a recent quality of care report dated May 2021. Parent and children's questionnaires capture their views on the service. All feedback was positive and no improvements were identified in the feedback. The child minder has identified personal plans, which include keeping up to date with training.

The child minder promotes positive partnerships with parents. She keeps parents up to date regularly through verbal and written communication and use of a private text messages. As part of the inspection process, we spoke to three parents and they confirmed they were very happy with the care given and praised the child minder for the hard work and commitment that she shows when caring for children, *"I think Linda is amazing. Everything is brilliant, from the food to the cleanliness"* and *"Immaculate provision. What she gives children is amazing."*

Recommendations to meet with the National Minimum Standards

R1. Track children's development throughout their time at the service, dating all observations

R2. Keep a separate learning journal for each child

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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