



Inspection Report

Elizabeth Taylor

Newport



Date Inspection Completed

24/09/2021

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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	11 March 2016
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	The service 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.

Summary

This is an inspection undertaken during the Covid-19 pandemic; therefore, we have focused on the priority areas for this setting and not the full quality framework.

The children are very happy, settle quickly and thrive at the child minder's home. The children have close attachments with the child minder who knows them extremely well. They have excellent opportunities to develop their skills and they thoroughly enjoy their play. Children participate in a wide range of stimulating and fun activities, both inside and outside, that nurture their learning successfully. The child minder assesses children's progress appropriately and plans some activities daily.

The child minder implements good policies and procedures to promote children's health and safety, and ensures that safeguarding underpins all aspects of the service. Safety and security measures are thorough and all recommendations identified following the house move have been addressed successfully. The environment is well designed to support children's independence and it provides stimulating play areas. There is a wealth of good quality resources and equipment that enrich children's experiences.

The child minder and her co-child minder husband are a great team and work extremely well together to provide a high quality service for both children and their parents. All parents speak very highly of the child minder and praise her dedication and commitment to their children. The child minder ensures all necessary records and documents are in place and completes them fully. The child minder is committed and motivated to improve and undertakes a review of her service most years.

Well-being

Children express themselves confidently because they know the child minder always listens to their ideas, wishes and choices. They actively contribute to the quality of care review, sharing ideas and giving feedback to enhance their experiences further. Excellent questioning throughout the day encourages them to make frequent decisions about their care. They select if they want to join in the craft activities, where they want to eat or if they would like to fly their planes outside.

Children are very happy and settle quickly. They benefit from an exceptionally flexible 'settling-in' policy, which prioritises the needs of the child and the family. As a result, they establish very close bonds with the child minder and her co-minder husband. Children select who they want to be their key person and flourish within the nurturing, calm and positive relationships. Parents told us their children "*Absolutely love*" coming, how they run out the door excited to be going and are disappointed not to go on a weekend.

Children are enthusiastic to show and talk about their play or what they have been doing, demonstrating high self-esteem and confidence. For example, after completing their facemasks we saw children smile broadly and bounce up and down excitedly when showing everyone their mask. The enthusiastic praise to recognise their skills further enriches their sense of achievement. We saw the children have lots of fun in their play. They cheer with delight when rolling the vehicles down the slide, eager to repeat many times and see which one travels the furthest.

Children thrive and make rapid progress in their learning and development. They have excellent opportunities to manage tasks for themselves, develop their independence, as well as being able to ask when they want help. They wash their hands at regular intervals, learn to put their shoes on and feed themselves at mealtimes. Children always take the lead in their play and actively follow their interests. To enrich the children's imagination and their interests in playing trains, the child minder set out chairs, a colander to represent the steering wheel and bubble machine to represent smoke. We saw a child show great interest in the family's new puppy peering through the fence. The child minder let the puppy out, enabling the child to interact and play with him.

Care and Development

The child minder implements her health and safety policies and procedures effectively. She promotes healthy lifestyles and physical activities through plenty of outdoor play, use of large play equipment and a varied menu. She has excellent knowledge of children's individual needs, including any medical or dietary requirements but a list of allergens within the food is not in place. The child minder places excellent emphasis on keeping children safe. Detailed risk assessments are in place for all aspects of the premises and each type of outing, and the child minder implements these consistently. For example, all children wear wrist straps on outings, which include the child minder's contact details and the service name.

The child minder supports children's interactions extremely well. She adopts a very positive approach to managing children's behaviour in line with her 'behaviour management policy'. She shows warmth and kindness towards the children and skilfully adapts her approach to managing different behaviours, to each child's needs. We heard frequent praise and encouragement and saw many high fives to recognise children's achievements and good behaviour. Occasional use of the visual timetable helps children feel secure and know what comes next.

The child minder knows the children extremely well and tailors her support skilfully to ensure their individual needs are met. Themes and activities based on the seasons engage the children in positive learning experiences. As a result, children have great fun while learning and excellent communication supports them to make big strides in their speech and language. During a story, the child minder introduced new language, such as 'tentacles' and 'stingray', good questioning and different props relating to the story. As a result, the children were totally immersed in the story, excited to hear the different sounds of the ocean creatures and find the corresponding prop.

The child minder completes a written assessment of children's skills to track their progress. Observations, devising next steps and introducing formal activity planning linked to these are in their infancy. However, the child minder provides stimulating activities, well suited to the children's interests and stages of development. Daily craft activities and a wealth of inspiring outings enrich children's language, skills and learning further. Photographs observed during our visit show children enjoy woodland walks to make dens and collect leaves. They have fun pond dipping, bird watching and doing science activities, such as growing a crystal tree. The child minder occasionally uses some incidental Welsh language with the children and celebrates the Welsh culture during festivals, such as St David's Day.

Environment

The child minder ensures the environment is very safe. There are good security measures on the main gate used exclusively for child minding. The child minder and her co-minder husband fully understand their responsibilities and work together effectively to complete daily checks, review policies and update safety checks regularly. For example, safety tests on the heating system and fire prevention equipment. Regular fire drills take place to help all children learn safe action to take and ensure prompt evacuation in an emergency.

The self-contained basement used solely for child minding is very welcoming and beautifully presented. The cosy, comfortable playroom has sufficient space for children to play and benefits from direct access to the well designed, exciting and all weather outside area. This allows the children to choose where they play, explore their surroundings freely and have fun. The child minder has also created a delightful interactive play area under the stairs that offers children different play and learning experiences. For example, wooden activity toys attached to the wall help promote children's dexterity and co-ordination. The child minder helps children to feel special. Photographs, children's artwork, a birthday board and colours and shapes labelled in Welsh and English decorate the walls in the playroom.

The dedicated child minding area is extremely well maintained and clean. The child minder ensures good infection control measures are in place. This includes daily cleaning, employing a professional cleaner twice a week, and using a fogging machine to spray all the resources, equipment and furniture every evening. The environment promotes children's independence because the children can easily access the toilet and many resources, which are stored at a low level and organised well. There is a plentiful supply of toys, games and resources, well suited to the ages and stages of development of the children attending.

Leadership and Management

The child minder is highly motivated and works hard to nurture children and ensure good well-being outcomes. She is well organised and demonstrates strong leadership to support the smooth running of the child minding service. She works closely with her co-minder husband to review policies and procedures, discuss practice, the children and all things relating to the service to promote consistency. Parents praise the partnership and how successfully they work together to provide a high quality service that meets their children's needs, affectionately calling them the "*Dream Team*."

The child minder is reflective and strives to improve the quality of service for children and their parents. For example, developing the use of Welsh. She regularly attends training to develop her skills and knowledge and is very receptive to new ideas and ways of working. She successfully addressed all the recommendations identified following registration at the new property. The child minder has also acted on the recommendation from the previous inspection, ensuring that parents complete all fields on the medication form consistently. A quality of care review is completed most years and sometimes covers all aspects of the service provided. The child minder regularly uses feedback from children and parents to help identify any improvements.

There are excellent partnerships with parents. The child minder works closely with parents to seek detailed information about children's needs when children start at the service. Parents praise the excellent communication and the child minder's "*Very friendly*", "*Personable*" and "*Welcoming*" approach. They receive comprehensive information about all aspects of the service and their children's care. For example, detailed policies and procedures, the statement of purpose and daily access to the settings' online app. Parents appreciate the photographs they receive throughout the day to show their children are happy and the various activities and fun things they have been doing. A daily electronic report about their child's day, as well as verbal feedback on collection helps keep parents up to date. The child minder is starting to develop reasonable links with other settings the children attend but could develop these further.

Recommendations to meet with the National Minimum Standards

R1. Ensure the quality of care review is completed annually and reviews practices and all aspects of the service provided.

R2. Develop the systems for observing, assessing and planning for children's next steps.

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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