



Inspection Report

Michelle Cramb

Kilgetty



Date Inspection Completed

05/04/2023

About the service

Type of care provided	Child Minder
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	05 December 2017
Is this a Flying Start service?	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.

Welsh Government © Crown copyright 2023.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

<u>Well-being</u>	Excellent
<u>Care and Development</u>	Good
<u>Environment</u>	Good
<u>Leadership and Management</u>	Good

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

Summary

Children are extremely happy in the care of this child minder. They are exceptionally confident that their needs will be met and their voices heard. They show delight and excitement in their play and have excellent opportunities to develop their individual skills and independence.

The child minder interacts warmly and kindly with the children, showing them clearly how she values them and respects their views. She supports children very well to manage their behaviour and develop their individual skills. She is sensitive to children's individual needs and is able to meet them effectively, keeping them safe and healthy.

The child minder provides a rich learning environment for children, both indoors and outdoors. She monitors the environment to ensure it remains safe and supports the children's play, learning and development well. The child minder has made changes to the outdoor environment, further improving the children's play opportunities.

Overall, the child minder manages her service effectively, ensuring she meets regulations and has a child-centred approach. She monitors and reviews the service she provides and makes improvements. The child minder establishes good partnerships with parents.

Well-being**Excellent**

Children are very confident communicators as their wants, moods and needs are fully considered. Children's individual needs and routines are included in the daily planning for the service. All children's requests are responded to positively. For example, a child wanted to listen to the baby monitor and the child minder supported them to do so. Older children confirm emphatically that the child minder listens to them, including their ideas for games and new resources into planning.

Children clearly have a strong sense of belonging and a very positive relationship with the child minder. Older children tell us how much they enjoy coming to the child minder and babies are relaxed throughout their time in her care, including when they initially wake from a sleep.

Children express clear empathy and are very sensitive to the needs of others. For example, older children encourage and support younger children at mealtimes and in their play and speak to them kindly and softly. Where there are minor disputes between older children that they cannot resolve, they seek help from the child minder.

Children express delight and excitement about their play and learning. They are eager to share photos, experiences, and craft activities with us. They tell us with enthusiasm about a visit to the beach, parties, and their plans for Easter activities. During our visit, children had great fun dressing up and playing a game they had invented in the garden. Older children proudly showed us their drawings and written stories that were on display.

Children have excellent opportunities to develop a full range of skills, including independence and problem-solving skills. Children are encouraged to do things for themselves, such as putting their waterproofs and wellies on. They do this with confidence, as it is clearly a skill they practise regularly. When a child found it a little difficult to get an all-in-one suit on, they showed perseverance and determination, eventually succeeding with sensitive support from the child minder. Children regularly have opportunities to think through problems and come up with solutions, in line with their stages of development. For example, an older child considered the best way to fix a handle to the Easter basket they were making.

The child minder keeps children safe and healthy by effectively following policies and procedures, almost all of the time. She supervises children well, giving safety reminders when necessary, and monitors sleeping babies appropriately. She follows safe and effective hygiene procedures in relation to handwashing, nappy changing and keeping surfaces clean. She ensures that she completes regular training in safeguarding, paediatric first aid and food hygiene and she follows appropriate procedures in the case of an accident or administering medication. We noted that an aspect of the safeguarding policy had not been fully followed and we discussed this with the child minder, who took immediate action to rectify this. The child minder actively promotes a healthy lifestyle by encouraging healthy eating, hydration, and regular outdoor play.

The child minder manages behaviour very well. She sets clear and consistent boundaries, and she is sensitive to the needs and experiences of individual children. She responds to children calmly, kindly, and warmly, always showing the children how much she values them. She is consistently responsive, respecting children's views. For example, when a child displayed anger, the child minder calmly asked the child to show her what was wrong, quickly resolving the situation.

The child minder has a good understanding of the individual stages of development and the preferences of the children in her care. She communicates well with parents to monitor and support children's skill development. She plans a good range of interesting activities which promote children's all-round development and includes children's ideas and requests in the activity planning. The child minder frequently gives children time and support to solve problems and be independent, giving them praise and encouragement. For example, when a child identified something tricky they wanted to do with construction blocks she said, *"I'll be on my way. Keep trying to figure it out though because you might get a breakthrough. You did this morning!"* The child minder has completed a level three child care qualification and has also completed some online training recently, such as autism and allergen awareness. She is developing her understanding of the new Curriculum for Wales. Although the child minder uses only a little Welsh, she encourages children to value the language and culture. During our visit, she discussed number vocabulary with the children, and they had fun teaching her some of the Welsh words for higher numbers.

Environment

Good

The child minder ensures that the environment is safe, secure and well maintained, indoors and outdoors. She puts measures in place to reduce risks to children, such as safety gates. She ensures her home is clean, well-maintained, and well-ventilated. She arranges regular safety checks on the heating system and checks smoke alarms regularly. The child minder has good written risk assessments in place, which cover a wide range of areas. However, we noted gaps in the written arrangements to get children in and out of the car safely and down the steps into the garden. The child minder manages these risks appropriately, in practice.

The child minder plans the environment well to meet children's needs. They have a quiet space where they can sleep undisturbed, with clean, individual bedding, whether they sleep in a cot or a pushchair, in accordance with preferences. The environment supports children to develop their independence as they have easy access to the toilet and handwashing facilities and a space to store their belongings. The child minder has also purchased a separate fridge for storing the children's lunchboxes, which they can access independently, under supervision. She has made improvements to the outdoor area since the last Care Inspectorate Wales (CIW) inspection. These include a new sheltered area, sandpit area and resurfacing of part of the patio to improve the variety of experiences and the space available for children. There is sufficient space for children to play indoors and the child minder understands her responsibilities to manage the space available to children to ensure it meets national minimum standards. Older children have a quiet space where they can complete more intricate activities, away from younger children.

The child minder provides a good range of resources for the whole age range, which stimulate their interest and curiosity. These include sensory play, natural resources and resources which promote diversity and cultural awareness. Children can easily access the resources they need to plan and extend their play. All the resources we saw during our visit were clean and in good condition.

Leadership and Management

Good

The child minder has a clear vision for her service and shares this with parents, through her statement of purpose and policies. The statement of purpose is clear and informative. We checked a sample of the child minder's policies and found that, on the whole, they contain all the relevant information and are very child centred. The child minder reviews these on an annual basis. We noted that the complaints policy does not include information about how children can make a complaint, although in practice, children are confident that they can do this. The medication policy does not include the procedure to follow when children can self-administer medication. The child minder introduced a pet policy following our inspection visit.

Overall, the child minder manages her business well. She ensures necessary checks and insurances are renewed in a timely manner and keeps records in an organised way. She communicates well with CIW, notifying us of relevant changes. The child minder plans her service effectively to ensure she complies with regulations and the conditions of her registration. At the time of our visit, the child minder had misunderstood one of the national minimum standards relating to ratios for four-year-old children. She confirmed that she would address this immediately once it was drawn to her attention.

The child minder reviews the quality of the care she provides, regularly, considering parents' and children's views. She makes improvements to her service, such as the changes to the garden area to benefit children's experiences in the outdoors. She also has plans for further improvement of the service. However, she does not currently include targets or an action plan as part of her quality-of-care review and report. The child minder took prompt action on recommendations made during the course of the inspection.

The child minder establishes positive partnerships with parents, working closely with them for the benefit of the children's well-being and individual development. She talks with parents daily about the children's experiences and development. She provides contact books for younger children and also communicates with parents via private messages. The child minder also makes connections with other child minders to share good practice, both in the community and through organised network meetings.

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 inspection	N/A
-----	--	-----

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)
Standard 15 - Staffing ratios	Ensure that children aged three to five years are only classed as five years old for the purposes of ratios, once they begin full-time education.
Standard 20 - Child protection	Fully follow the setting's safeguarding policy.
Standard 19 - Complaints	Update the complaints policy to include the procedure for children's complaints
Standard 11 - Medication	Include information about the self-administration of medication to the medication policy
Standard 24 - Safety	Expand the risk assessments to include all relevant risks

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)
Set targets and devise an action plan as part of the quality of care review process.

Ratings	What the ratings mean
Excellent	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.
Good	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.
Adequate	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.
Poor	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.

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 15/06/2023