



Inspection Report

Janet Suter

Ebbw Vale



Date Inspection Completed

14/03/2023

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About the service

Type of care provided	Child Minder
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	
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 and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

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

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

Summary

Children are happy and feel safe in the child minder’s care. They settle well and develop positive relationships with her and other children attending. Children can make choices and decisions about their care and play. They have opportunities to become independent and develop their individual skills through a range of learning experiences and play.

The child minder is very responsive and attentive to the children. She has a warm and nurturing manner and is a good role model. The child minder knows the children very well and meets their individual needs and wishes.

The child minder’s home is welcoming and supports children’s play and learning. An assortment of indoor and outdoor toys and resources capture the children’s interests. The child minder regularly takes children on outings, in particular during school holidays. Required policies and procedures are in place to ensure the smooth running of the setting. However, some require updating.

The child minder manages her setting well, in line with the National Minimum Standards and regulations. Parents are very complimentary of the child minder and the service she provides.

Children are happy and relaxed in the child minder's care. They have many opportunities to make choices and decisions, as they move freely around the setting choosing from the resources available to them. Children are happy to express themselves, as they know their ideas and opinions are listened to. We heard children excitedly talking about the upcoming Wales rugby match. They involved the childminder in their conversation, which resulted in them making predictions for the final score.

Children have fun at the setting. They enjoy being in the company of the child minder and enjoy involving her in their play. Children are settled and familiar with the routines and play options in the child minder's home, which gives them a sense of security and belonging.

Children have formed lovely friendships in line with their age and stage of development. The children attending all attended the same local primary school. They interact well with one another and play happily alongside each other. Children receive frequent praise for their efforts and achievements, which promotes their self-esteem and makes them feel valued. They share resources and take turns and understand the feelings of others. For example, we saw a child praise another for trying to wrap their ham wrap at snack time.

Children enjoy playing with a variety of activities and resources. They are absorbed in their play and concentrate for an appropriate length of time. Children told us that they access the outdoor area daily however, there was no outdoor play on the day of the inspection because of unplanned building work on the house next door. They also told us that they enjoy going on outings with the childminder during school holidays.

Children have good independence skills which enables them to do things for themselves. For example, they use the bathroom facilities and wash their hands independently and they cut salad vegetables to add to their wraps at snack time. Children access resources with increased confidence or they ask the child minder for help if they cannot find something.

Care and Development

Good

The child minder keeps children safe and healthy. She has attended up-to-date safeguarding training and understands the procedures to follow should she have any child protection concerns. The child minder has current training in first aid, enabling her to deal with minor accidents confidently. There are suitable systems in place to record accidents, incidents, and the safe administration of medication. The childminder provides healthy snack for the children, which the children enjoy. She implements effective infection control procedures. Good hand hygiene is promoted with the children. For example, the child minder makes sure children wash their hands at appropriate times such as, before eating and after using the bathroom.

The child minder is kind and caring and delivers warm, nurturing care. She has a good understanding of child development and how this impacts children's behaviour. The child minder effectively supports children to interact with one another appropriately. We heard her encourage and praise children frequently, for their efforts and positive interactions. She is a good role model and encourages children to share and be kind. The child minder supports children to make choices over where and what they want to play with, this helps promote their self-esteem and self-confidence.

The child minder knows the children very well and provides play opportunities and resources according to their interests and needs. She promotes a calm and happy atmosphere which gives children the confidence to explore and learn. She naturally extends children's learning during their play with lots of incidental counting, language modelling and open questioning. The child minder answered the children's questions when they were talking about her own school experiences.

Environment**Adequate**

The child minder makes sure the premises are safe and secure. For example, the front door is kept locked and stair gates are in place. Accurate records are kept of children's attendance as well as of any visitors to the premises. The child minder completes risk assessments for all areas of the setting and any outings undertaken. Risk assessments are effective and identify potential hazards to children and there are measures in place to manage these risks. Regular fire drill practices ensure that children know how to leave the premises safely in the event of an emergency. The child minder ensures that maintenance checks for the home, her car and public liability insurance are up to date. Policies and procedures ensure that the setting runs well. However, some of these require updating.

The environment is clean and well maintained. It provides a bright and spacious area for children to play and learn. Children have use of a spacious lounge and downstairs bathroom. There is a good range of toys and resources for children to choose from, including toy vehicles, construction toys, arts and craft materials and role play items. These suit all ages of children that the child minder cares for including babies and older children. Toys and games are well organised and stored in boxes at low level so children can access them independently.

The child minder ensures equipment suits the children's age range. Children sit comfortably at adult sized furniture to complete tabletop activities and eat their snacks. Resources and toys are well maintained and in good working order.

Leadership and Management

Good

The child minder has good procedures in place to ensure the smooth operation of her setting. The child minder has a statement of purpose which outlines the details of the service she offers. She agrees contracts with parents and has a suitable procedure for obtaining permissions for activities such as taking children on trips and accessing emergency medical treatment.

The child minder evaluates her care and makes improvements. She is in the process of completing a quality of care report that includes the opinions of people using her setting. The report reflects very positive feedback from parents which demonstrates a high level of satisfaction with the service she provides. For example, *“The child minder came highly recommended to us by three friends who had also used her for childcare. It was the best decision for our family that we have made.”* The childminder has completed the Self-Assessment of Service Statement (SASS).

The child minder keeps up to date with best practice and refreshes her first aid, child protection and food hygiene training regularly. She has undertaken an extensive range of additional training to further develop her skills and understanding. This demonstrates a commitment to improving practice and supporting her own professional development, which in turn benefits children. The child minder and those above the age of 16 years living at the address have an up-to-date Disclosure and Barring Service certificate (DBS).

The child minder works closely with parents to help smooth their child’s transition into her care. Information about the children’s preferences and individual needs are sought before they start and is updated as needed. This ensures children continually receive a good level of care. She provides parents with daily verbal feedback on the well-being of their child. Parents we spoke to told us of their extreme satisfaction with the service provided to them as a family. *“She is like an extended member of the family. We feel that she has moulded him into the young lad he is today.”*

Recommendations to meet with the National Minimum Standards

R1. Ensure policies and procedures are up to date and reflect current practices and guidance. In particular, Lost Child Policy, Additional Learning Needs (ALN) policy, Child Protection policy and complaints policy.

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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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.

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