



Inspection Report

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Newport



Date Inspection Completed

21/07/2022

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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	
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	No. 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 people /children who use, or intend to use their service.

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

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

Summary

Children are happy and know the child minder well. They are relaxed in her company and enjoy the time they spend in her care. Children are developing their independence well and enjoy learning through play.

The child minder understands her role to keep children safe and healthy and manages interactions well. She provides a range of different activities and resources that promote children's development and learning.

The environment is safe, clean, and secure. The premises are welcoming and friendly and provides sufficient space for children to play. There is a variety of toys and resources, which are clean and well maintained. The children enjoy regular opportunities for outdoor learning through visits and trips.

The child minder is experienced and has a clear vision for her service. She manages the service successfully and operates suitable systems for record keeping. However, the safeguarding policy is not fully compliant with regulations. The child minder understands the importance of working with parents to make decisions about their child's well-being. She has established trust and clear communication with parents and has built very positive partnerships with them.

Children thoroughly enjoy their time at the setting. They are very settled and have a strong sense of belonging. Interactions between children are good and they show interest in each other's activities. They have formed positive attachments with the child minder and each other. Children are clearly relaxed, comfortable, and content at the setting. Children's behaviour is good. They respond well to occasional prompts from the child minder which shows they are able to manage their own behaviour.

Children show great enjoyment in their play and learning. They have some control over how they spend their time and express their needs appropriately. For example, children have access to toys and resources in a designated playroom within the setting. All children concentrate well, sustaining interest in things they have chosen to do for extended periods. For example, we saw a child choose a book then they sat with the child minder looking at the pictures showing great enjoyment. Children enjoy playing independently in role play activities and respond well to questioning from the child minder. For example, they respond well to questions about the food they have prepared for lunch during the role-play activity. Children's pronunciation improves as they repeat appropriately modelled vocabulary.

Children are developing their confidence and independence. They access resources that interest them, and they enjoy playing alone. Children are familiar with the routines and show a high level of independence. For example, they know where to keep their belongings and what toys they are allowed to access independently. They are confident communicators, and their wishes and needs are fully considered. We heard a child having a meaningful conversation with the child minder; they discussed the events of the morning and what they did in nursery. They respond maturely and politely to the meaningful responses they receive. They chatted happily with us expressing their enjoyment at the setting.

The child minder has a good understanding of how to keep children safe and healthy. She implements procedures to meet children's personal care needs, safety, and well-being. For example, she washes her hands after changing a nappy in line with infection control procedures. She does not provide food but encourages parents to provide children with healthy snacks and meals. The child minder has an appropriate understanding of potential safeguarding matters. A system is in place to record accidents and incidents as well as the administration of medicine, and suitable forms are available. However, no accidents or incidents have occurred and there has been no request to administer medication for the children that are currently minded.

The child minder is caring, motivated and committed to meeting children's individual needs. She is sensitive to the needs of the children, providing care and affection. She gives hugs when needed to provide comfort and reassurance. The child minder manages behaviour effectively through positive strategies that are in line with the behaviour management policy. She is calm, patient and is a good role model. Consequently, the children behave well and benefit from the consistent approach and mutual respect shown. The child minder has strong bonds with the children and is very aware of their individual development. Effective questioning is an integral part of her approach to children's learning. For example, whilst reading with a child, she develops their understanding by asking questions about the photos in the book. Parents comment how exceptional the child minder is in supporting the children's social and emotional development.

The child minder has well-established routines in place which often include trips out. These are planned in advanced and communicated with the parents and the relevant permission documents are kept. The child minder uses visits to develop children's skills and evaluates learning opportunities. For example, during a recent visit to a community garden, children learnt about growing vegetables and the importance of a balanced diet. Parents also comment on the variety of experiences she provides for the children and how these experiences support their children's independence and development.

Environment

Good

The home environment is warm, comfortable, and well maintained. It provides a light, bright area for children to play. There is a dedicated room for relaxing as well as a playroom. Children have access to the lounge, playroom, and downstairs cloakroom. The child minder told us that children do not access the kitchen and we did not see any children use the kitchen. However, access to the kitchen is not restricted. The outside area of the house is not used and is not accessible to children. There is no stairgate on the stairs, however, this has been risk assessed by the child minder. Older children access the ground floor toilet independently and the child minder provides suitable tissues for them to dry their hands. Cleaning materials are stored safely, and child locks are fitted on cupboards and drawers.

The setting is secure with the external entrances locked at all times. Visitors to the setting sign in and out and the child minder keeps records of children's attendance. The child minder completes relevant safety checks daily. Comprehensive risk assessments are in place and include the premises, activities, and outings. However, these do not include the transport vehicle. The child minder conducts regular fire drills which are timed and evaluated. As a result, children are confident in emergency evacuation procedures and were able to explain these to us. First aid kits are checked regularly and are available for both the setting and trips out.

The child minder organises the space to provide good age and stage appropriate resources. All resources are organised and accessible for the children. For example, children have access to games and role-play toys. Other toys are stored and rotated to suit the ages and interests of the children present. All resources are of a good quality and well maintained. Multicultural resources are used to stimulate children's knowledge and curiosity about the wider society, promoting equality and facilitating learning about cultural awareness. A small table is available for children to complete craft activities and eat their meals.

Leadership and Management

Adequate

The child minder organises her setting appropriately. She has considerable experience, has completed all mandatory training and has taken the opportunity to complete additional courses. Disclosure and Barring Service (DBS) checks are in place for all household members. The required policies and procedures are available and most reflect current practice. However, most have not been reviewed for over a year. The child minder has a statement of purpose, which is compliant with regulations and national minimum standards. A safeguarding policy is in place and outlines the need to report safeguarding. However, it does not contain clear information regarding referral to appropriate agencies. We have not issued a priority action (non-compliance) notice on this occasion. This is because there is no immediate or significant risk to, or poor outcomes for people using the service. We expect the child minder to take action to rectify this, and we will follow this up at the next inspection.

The child minder promotes safe practices. Public liability insurance is valid as well as the vehicle insurance and MOT certificates. The child minder has a complaints policy which gives arrangements for complaints to be resolved at an early stage as well as details of how to escalate if needed. However, written records are not kept, as stated in the policy. Record keeping for children are in place and kept. For example, the child minder has the relevant contracts, permissions, and information on the individual needs of children. The child minder uses a daily book and notice board to record key information and events.

The child minder is committed to improving her service and actively asks for feedback from parents and children by sending out questionnaires. She provides a quality of care report to CIW annually, which includes the opinions of those who use her service. The information received demonstrates very positive views and the service is highly recommended. The child minder has very strong partnerships with parents. Parents that we spoke to confirmed that they are very happy with the care given. They told us that communication is excellent. They receive photos and communication via private message as well as verbal feedback when collecting their children. Parents told us that the child minder is extremely committed to the children's development, commenting on the strong partnerships they have. They also commented that the child minder is loved and respected by the whole family.

Recommendations to meet with the National Minimum Standards

R1. Restrict access to the kitchen.

R2. Ensure all risk assessments are current and that the transport for children is included.

R3. Review and update policies in a timely manner.

R4. Review the complaints policy and ensure procedures include keeping written records securely.

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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22	The safeguarding policy does not include the correct procedures for liaison with, and reporting to, the local authority, in relation to all allegations of a child protection nature.	New
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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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