



## Inspection Report

**Michelle Osmond**

**Newport**



### **Date Inspection Completed**

23/04/2024

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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	4 July 2018
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	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><a href="#">Well-being</a></u>	<b>Excellent</b>
<u><a href="#">Care and Development</a></u>	<b>Good</b>
<u><a href="#">Environment</a></u>	<b>Good</b>
<u><a href="#">Leadership and Management</a></u>	<b>Good</b>

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

### **Summary**

Children are active and curious learners who make choices about what they want to play with. Interactions between children and the child minder are excellent. They develop positive relationships with her, her assistant and other children attending. Children's opinions and interests are highly valued and acted on. Children are given care, which is warm, relaxed, and respectful of their needs. They are developing their independence skills effectively.

The child minder has a good understanding of her role to keep children safe and healthy. She offers a homely environment, and her interactions are warm and friendly. she organises suitable activities and opportunities to help develop children's learning, play and physical skills, with good opportunities to play outside.

The child minder ensures that all indoor and outdoor environments are safe and clean. She supervises the children well. The child minder ensures most of the toys, resources and equipment are suitable for the children's age, are in good condition and spark the children's interest.

Parents and children benefit from a professionally run child minding business. Records and documentation are well organised and well presented. The child minder has built positive partnerships with parents whom she keeps well informed about their child's day.

Children communicate very confidently, and they chat happily together and with the child minder and her assistant. Children have many opportunities to choose and, they move around indoor and outdoor confidently choosing activities and resources of their choice. They happily engage in adult led activities. For example, the child minder led an activity making faces using different types of fruits. Some children used strawberries to shape lips. Older children used grapes to add finer details to their work, such as eyebrows. All children appeared delighted with what they had created. Children are listened to and their ideas and comments are valued. Both adults recognise and respond to the children in a way which shows they care about them and makes them feel special.

Children show very strong attachments to the adults with lots of hugs and cuddles. They receive care, which is warm, relaxed, and respectful of their needs. They are busy, and their smiles show they are content and settled. The children chatted happily to us and were confident to show us what they were doing. Children are familiar with the daily routine such as school runs and outdoor visits, and this supports them to feel safe. Children have fun together, happily spending time away from their parents. They come to the child minder for reassurance, to sit on her knee and have a cuddle. They happily seek help from the child minder's assistant and refer to the assistant by an affectionate name calling him 'Buddy'. This shows that children are extremely comfortable with both adults caring for them.

Children interact well with the child minder. They chat contently and benefit from the positive interaction. Children thoroughly enjoy playing together as they share toys and take turns with no disagreements. They listen to instructions and know when it is time to tidy away the toys which they do with some help from the child minder as they get ready for lunch.

Children develop new skills and independence moving around to play with toys of their choice. They are developing good hygiene procedures as they wash their hands regularly. Comprehensive daily diaries and progress records show a good range of experiences and activities they enjoy. This includes them regularly attending a range of outings within the local area including trips to nearby parks. They follow their own interests and ideas, with the child minder on hand to provide gentle help and support. Positive relationships were observed, and language including incidental Welsh is developing effectively through lots of chatting.

**Care and Development****Good**

The child minder and her assistant both have a good understanding of safeguarding procedures and implement the setting's policies effectively. Their first aid and safeguarding training are up to date. The child minder ensures children are given healthy snacks, water or milk to drink and this is readily available. The child minder records children's attendance consistently and completes accident and incident records accurately, and these are signed by the parents or carers to evidence they have been kept informed. The child minder conducts fire drills on a regular basis, noting down the names of the children present. However, this was not clear and did not include the total numbers of children and adults on site at the time of the evacuation. The child minder encourages children to wash their hands which helps them to develop their personal hygiene practice successfully. The procedures for changing nappies are in line with current infection control guidance.

Both adults are good role models. They offer warm and friendly care to the children and greet them with a smile and use gentle voices. They praise children positively for their efforts and achievements. For example, the child minder praised children for using lovely manners and for being kind to their friends.

The child minder responds to the children's individual needs sensitively. She ensures an inclusive environment and manages interactions well. Children's individual routines and preferences are followed and a completed diary records activities along with other information. The child minder has a development file for each child and detailed records of their progress are made with photographs. The child minder plans activities to ensure the children are busy with experiences she knows they will enjoy. The child minder knows the children in her care well and she is competent in meeting their needs.

The child minder provides a safe and clean environment. She ensures children are supervised well. The child minder is aware of any hazards and there are effective risk assessments including those for any places visited with the children. She completes written risk assessments identifying the possible hazards to children and includes what measures are in place to manage these risks. However, we noted that keys to the side door in the kitchen were accessible to children. The child minder ensures annual safety checks such as boiler checks are assessed by a qualified engineer, and she has clear evidence of these processes. She implements robust cleaning arrangements and follows any current infection control guidance. The child minder ensures there is clear information on how to deal with emergencies.

The child minder ensures the layout of the playrooms promotes children's independence by allowing them to move around freely making choices to follow their own interests. Toys and resources are placed in convenient locations within children's reach, which helps them make decisions and choices about what they want to play with.

The child minder arranges the learning and play areas in a suitable manner and ensures an appropriate variety of natural resources to develop children's language, numeracy, and self-awareness skills. There is a suitable area for children to store their personal items and this creates a sense of belonging. There are some multicultural resources available to raise children's awareness of their wider society. The child minder uses recycled materials and resources to develop children's imagination and curiosity. The child minder ensures children have plenty of opportunities to develop their physical skills. She has worked hard to develop a lovely outdoor area with a range of safe resources and equipment.

## **Leadership and Management**

**Good**

The child minder has a statement of purpose that includes the required information to help parents and carers make informed choices about the care provided. Policies and procedures are in place and reviewed regularly. There is a complaints policy in place which includes contact details for Care Inspectorate Wales (CIW) should parents wish to raise a complaint with the inspectorate. However, she has not devised a policy for children who may wish to raise any issues with her. The child minder informs CIW of any changes to the setting promptly.

All household members including the childminding assistant have up to date disclosure and barring service checks (DBS). The child minder shares suitable contracts with parents, which clearly set out the expectations of both parties.

The child minder and her assistant are both appropriately qualified and have completed additional training including developing children's play and learning. The child minder has a system in place for evaluating her setting and has undertaken a quality-of-care review. The self-assessment of service statement has been provided to CIW.

The child minder understands the importance of working in partnership with parents to ensure that the children in her care receive the correct support and to help meet their individual needs. Parents are highly complementary of the setting; they told us that they feel well informed of their child's day and the setting is always very welcoming to the families that use the service. The child minder also has strong links with local school and nursery nearby.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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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 5 - Records	Broaden the fire drill logs to clearly identify the total number of children and adults present and on site during evacuation.
Standard 24 - Safety	Ensure keys to all exit doors are kept out of reach of children at all times.

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)
Ensure that the complaints policy is written in a way that older children can raise their concerns or worries with the childminder or the regulator CIW .

Ratings	What the ratings mean
<b>Excellent</b>	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.
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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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