



Inspection Report

Rosemary Fish

Blackwood



Date Inspection Completed

19/08/2024

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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	19 March 2019
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>Well-being</u>	Excellent
<u>Care and Development</u>	Good
<u>Environment</u>	Excellent
<u>Leadership and Management</u>	Good

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

Summary

Children thrive at the setting as they have a strong voice and excellent opportunities to make choices. They have very strong bonds of affection with the childminder and her assistant. Children are highly enthusiastic and engaged in their play and experiences. They follow their own interests and are developing independence and co-operation skills exceptionally well.

The child minder and assistant are passionate about their roles and prioritise the safety and well-being of the children in their care. They manage interactions positively and provide warm and responsive care. The child minder offers a good range of play experiences within the home which promote children's learning and development well.

The child minder's home is a welcoming environment, providing plentiful space for children to play in comfort. Safety aspects for children are fully considered and beneficial risk assessments and safety checks are in place. The child minder provides an excellent range of indoor and outdoor toys and real-life resources that promote children's all-round development.

The child minder's leadership and management is strong. She has effective policies and procedures in place and implements these well. Partnerships with parents are valuable and parents are highly complementary about the child minder's service. She is reflective and committed to making improvements for the benefit of the children in her care.

Children are very confident communicators and have a strong voice at the setting. Their opinions and interests are acted upon and always respected. They have excellent opportunities to make choices and decisions about the activities they would like to take part in. For example, children requested to fill a large tub with water and bubbles so they could wash the toy vehicles, which was granted. Children express their views on the service using words such as 'fun', 'happy', 'friends' and 'adventures' to describe their time at the setting.

Children thoroughly enjoy their time at the service and are extremely settled and relaxed. They have formed affectionate relationships with the child minder and her assistant and often look to them for affection and reassurance, approaching them for spontaneous cuddles often. Children confidently chatted to us saying, *"It's my favourite time coming here, and I love all the toys"*. They receive frequent praise for their efforts and achievements including when sharing resources, working co-operatively, succeeding at tasks and following instructions. This enhances their self-esteem, ensuring they feel valued.

Interactions between children are excellent. They thoroughly enjoy one another's company sharing plenty of smiles and laughter. They co-operate successfully and support one another with their chosen tasks. For example, we heard older children ask younger children *"Would you like me to help you?"* and *"Would you like me to show you?"* as they build models together. They show great kindness and thoughtfulness towards one another. For example, one child made bracelets for their friends using the first initials of their name, with children responding gratefully saying *"Thank you so much, I love it"*.

Children thoroughly enjoy their play and learning opportunities and are self-motivated to initiate their own play. For example, they spend considerable periods of time filling containers with water and discuss with one another how to complete the task successfully saying, *"Look it's like this, you have to be careful not to spill it"*. They enjoy problem solving and we saw a younger child working hard to figure out which way they needed to turn the tap to access the water for their chosen activity. After some verbal instruction from the child minder, they paused to think about it and completed the task successfully, smiling proudly with delight.

Children are developing their independence skills superbly, attempting to do things naturally for themselves. For example, they take ownership for their own belongings and attempt to put on their own shoes before going into the outdoor area. Older children access the toilet facilities freely and wash their hands independently when needed and help themselves to drinking water. They freely access the resources that they wish to use and pick out toys with confidence. They listen extremely well and follow any instructions given, such as helping to put toys away.

Care and Development

Good

The child minder and assistant implement effective policies and procedures to keep children safe and healthy. They have a sound knowledge of the safeguarding procedures to follow should they have any concerns about the children's safety or welfare. They keep a record of all accidents, incidents and existing injuries to children and this information is shared with parents and signatures obtained. There is a clear medication policy and procedure in place, however, the child minder told us that there have not been any recent requests from parents to administer any medication. The child minder encourages parents to provide children with healthy snacks and meals. She promotes their physical well-being successfully through regular outdoor play either at the setting or in the wider community. For example, she organises regular walks to visit nearby farm animals as well as to the local park and library. The child minder ensures thorough infection control, regularly cleaning surfaces and encouraging children to practice regular handwashing. Nappy changing and toileting procedures are robust. She completes the Public Health Wales (PHW) infection control audit tool and seeks advice when required.

The child minder and assistant have established excellent bonds with the children in their care. They show a genuine interest and kindness towards them providing cuddles, affection and reassuring words when children seek assurance or require comfort. The child minder has implemented a variety of 'house rules' which children willingly follow. For example, we saw children readily removing their shoes before entering the home from the outside play area. The child minder and assistant consistently use positive reinforcement. They offer praise and encouragement to children for sharing, co-operating and regularly celebrating children's work. We heard positive phrases such as "*Well done, that's amazing, that's so clever, good job*" frequently. Manners such as 'please' and 'thank you' are continuously encouraged.

The child minder and assistant have fostered positive relationships with children and parents, and as a result understand the needs and preferences of the children in their care very well. They fully support children's choices allowing them to follow their own interests within the indoor and outdoor environment. The childminder and assistant plan a range of activities and experiences and engage positively with children during play, supporting their learning and development naturally. They record examples of children's achievements with a focus on what the children can do, however, there is no formal system in place for the monitoring and assessment of children's progress and development to help identify next steps in their individual learning. The childminder and assistant use incidental Welsh with children throughout the day, using simple words and phrases often.

Environment

Excellent

The child minder provides a welcoming home from home environment for children. Areas used by children are extremely safe, secure and meet their needs. External entrances are always locked to prevent unauthorised access and a log of any visitors is maintained. The child minder has purposeful risk assessments in place for most aspects of the service which are regularly reviewed. However, during the inspection, we observed several children of various ages using the garden trampoline at the same time. Although this was only for a short period of time, we asked the child minder to re-assess the risk level of this activity in line with manufacturer guidelines. This is to prevent any potential accidents from occurring when children use such equipment. The child minder ensures relevant safety checks for the premises are completed such as the annual gas safety checks and fire equipment such as smoke alarms are regularly tested. The child minder conducts regular fire drills with the children ensuring they are aware of how to leave the home safely in an emergency and thorough records of these are kept.

The home environment is extremely spacious, comfortable and highly maintained. Children have access to a large hallway, lounge and a dining area which also serves as a dedicated play space in addition to a spacious rear garden. The hallway area affords children with an excellent degree of independence as they store and access their own personal belongings with ease throughout the day. All areas are bright, airy and stimulating and the environment is very well organised enabling children to move freely and confidently. Each area contains an extensive range of resources which appeal to children's interests, and these are stored at low-level enabling children to access them with great ease. There is an accessible ground floor bathroom, which is clean, well maintained and child friendly. A variety of children's work is on display throughout the setting including craft portraits and paintings. The child minder also ensures there are displays relating to the children's families providing them with a sense of belonging.

The child minder provides excellent quality resources, furniture and equipment which is age appropriate. She provides considerable variety for children in line with their interests keeping them highly stimulated and engaged. For example, indoors children were engrossed in the role-play kitchen as they made us lunch and cups of tea using a variety of food items and cups and saucers. An extensive number of resources promote equality, cultural awareness, celebrations, and diversity within the setting, such as dolls, puzzles, jigsaws and books, helping to promote awareness of various cultures and the diverse society we live in.

Leadership and Management

Good

The child minder is experienced in her role and is committed to providing a high-quality service. She has a clear statement of purpose, which was updated during the course of the inspection to fully reflect the running of her setting. The child minder has detailed policies

and procedures in place. She has thorough record keeping systems including children's information forms, contracts and parental consents. The child minder accurately records the time both children and household members arrive and leave the premises. She has up to date car documents in place for the transportation of children and certificates such as public liability insurance.

The child minder has a continuous process for reviewing the setting's strong aspects and those that need to be developed further. She actively seeks feedback from parents and children. She carefully considers this feedback to identify areas for improvement and makes continuous improvements to meet the needs of the children. For example, she has previously added a range of resources to further enhance children's learning and development. The child minder submits her Self-Assessment of Service Statement when requested by Care Inspectorate Wales (CIW).

The child minder has effective oversight of her business and manages her resources and time very well. She employs an assistant and keeps an organised staff file demonstrating their suitability to work with children and ensures disclosure and barring service checks (DBS) are up to date for herself, the assistant and all household members over 16 years. During the inspection, we noted that further updates to persons living at the premises needed to be made, which the child minder actioned promptly. A thorough induction policy is implemented for the assistant, and regular supervisions and appraisals help to support them in their professional development and to reflect on their practice. Both the child minder and assistant hold mandatory training certificates such as paediatric first aid and child protection which are regularly updated. The child minder is registered with the ICO (Information Commissioner's Office) and is a member of an umbrella organisation to help support her in her practice.

The child minder has strong partnerships with parents and ensures regular communication with them. She gathers useful information about children's preferences and routines before they start and keeps parents well informed. Parents feedback is extremely positive, with all parents expressing their gratitude for the care their children receive. Comments from parents included *"It is such a lovely environment for my child to learn and grow"* and *"I couldn't ask for a more welcoming childminding service, a real home from home setting where each and every child, and parent is made to feel at ease"*. Parents highly value the connections their children have with the childminder and her assistant.

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.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
24	The registered provider has not ensured that at all times, at least one person caring for relevant children has a suitable first aid qualification.	Achieved

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 7 - Opportunities for play and learning	Develop observation records for the monitoring of children's development and ensure that next steps in children's learning and progression are clearly identified to help inform planning.
Standard 24 - Safety	Ensure safety standards are considered when using outdoor equipment such as trampolines, taking into account the ages and number of children able to use such equipment at any one time and update risk assessments accordingly.

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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Date Published 08/10/2024