



Inspection Report

Sarah Goss

Swansea



Date Inspection Completed

10/04/2024

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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	24 July 2018
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

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

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

Summary

Children thoroughly enjoy their time at the child minder's home. They feel very secure, happy, and comfortable. They communicate effectively, consistently making choices about what they do and how they want to spend their time at the setting. Children engage in purposeful play-based activities and form positive friendships with their friends and the child minder.

The child minder has an excellent understanding of her role and responsibilities to keep children safe and healthy. She is very kind and nurturing towards the children and manages children's behaviours exceptionally well. The child minder effectively promotes children's play, learning and development.

The environment is secure, clean, welcoming, and very well organised to support children's play and learning. An excellent range of indoor and outdoor resources promote children's all-round development. The child minder monitors the environment well to identify and eliminate any unnecessary risks to children's safety.

The child minder has very good organisational skills and runs an efficient service. She has a strong sense of purpose and uses feedback effectively to inform her quality of care report. The child minder is experienced and clearly enjoys her role. She has developed positive partnerships with parents who speak very highly of her.

Children are engaging communicators and have a very strong voice at this setting. They happily make choices about what they want to do and how they spend their time. Children express themselves confidently and know that they will be listened to. They engage enthusiastically and confidently with us, Care Inspectorate Wales (CIW), during our visit, keen to engage us in their play and chat. Children's opinions and interests are highly valued. They are treated with respect and feel that their choices really matter. For example, they are asked if they have finished their breakfast and if they are ready to play.

Children are relaxed and settled at the setting and know they will be listened to. For example, they told the child minder they would like to play with the tent and asked for the tunnel to be positioned in a certain way. Children feel safe and secure because they know the child minder respects their feelings and concerns. She responds with genuine care and affection and takes time to listen to them. Children are very familiar with the routines and the environment. They know where to find resources and confidently help themselves.

Interactions are extremely positive between the children and the child minder. Children are forming authentic relationships, thinking about each other and doing things for their friends. For example, when children play with the play kitchen, they try very hard to share resources with each other. The children are immediately praised for sharing. The child minder tells them, *"Thank you for sharing, thank you for asking to share."* Children benefit from her consistency, and this means they are building positive bonds of affection with her as they receive lots of attention and praise.

Children have an excellent range of opportunities to engage in self-directed play as well as directed activities. They are very curious learners and are extremely motivated and engaged in their play and learning. For example, children were engrossed when playing with the play kitchen resources and extended their play further by incorporating a picnic element and teddies and dolls into their game. This meant they were immersed in their experience for an extended period and thoroughly enjoyed using their imaginations.

Children are well supported and encouraged in developing their independence. Visits to the bathroom to wash hands are used as opportunities to teach and encourage the children to do this properly and independently. Children are given plenty of time to succeed at such tasks. Children sit nicely at mealtimes and are competent in feeding themselves. They are actively encouraged to participate in the decision-making process with regards to how they spend their time at the setting. This encourages children's independence and raises their self-esteem.

The child minder has an excellent understanding of her role and responsibilities to keep children safe and healthy. She has a clear understanding about the procedures to follow should she need to make a safeguarding referral. She supports the children to develop good hygiene habits and encourages regular handwashing. She provides healthy foods and gives children a good variety to choose from. The child minder has effective systems in place to manage allergies. She records all accidents and incidents thoroughly and has appropriate systems in place should medication need to be administered. She encourages lots of movement and outdoor activities to promote children's physical development. The child minder is experienced and carries out her role professionally and to the best of her ability. She is very aware of the individual needs of all the children in her care.

The child minder is an excellent role model and her interactions with the children are consistently engaging, demonstrating warmth and kindness. She interacts positively with the children and fosters strong relationships with them. The child minder encourages manners and frequently praises and encourages the children. The child minder consistently implements positive behaviour management strategies. For example, she speaks softly to the children and uses positive reinforcement. She is calm and caring at all times and children follow her instructions without hesitation. The children have fun with the child minder. We heard them laugh when the child minder made a funny noise as a child blew their nose. The child minder negotiates effectively with the children, speaking to them as important decision makers. For example, a child requests an apple and the child minder suggests having half and then having the other half if she is still hungry. The child is happy with this plan and feels included in the decision-making process.

The child minder provides a wide range of interesting activities which allows children ample opportunities to play and explore by making their own choices and following their own interests. She is knowledgeable about child development and is confident in meeting children's individual needs and supporting them in their curiosity and imaginative play. The child minder ensures children are at the centre of their own learning and development as she effectively responds to children's ideas, which ensures she successfully follows the children's lead. For example, she quickly provides children with a range of books in their play tent as she knows that they are particularly keen on exploring and handling books at the moment. She engages with children during activities, naturally promoting and extending their learning as they play and complete routine tasks. For example, at lunch time she explains the ingredients in her smoothie and the children delight in carefully repeating words such as berries, cinnamon and avocado.

The child minder provides a language rich environment and through constant talking to the children extends and strengthens their vocabularies. This is a real strength of the child minder. The child minder keeps useful developmental charts and has a good understanding of the need for developmental records and their role in identifying the next steps. The child minder did not use any Welsh on the day of our visit to further extend learning.

The child minder implements effective procedures to keep the environment safe for children, ensuring it is secure and extremely well maintained indoors and outdoors. The child minder keeps a record of visitors to the property, and she has a range of risk assessments in place which cover all aspects of her child minding service. She is knowledgeable about managing risks and supporting the children to make their own choices safely. The child minder carries out safety checks frequently and establishes consistent cleaning routines that reflect thorough infection control practices. The child minder carries out regular fire drills which ensure children are confident to follow the relevant procedures to evacuate the premises in an emergency.

The child minder provides stimulating and spacious play areas for the children to enjoy. She ensures the spaces are welcoming and homely. Children's toys are integrated and occupy a central position in the child minder's home. The child minder ensures children have the freedom to explore safely in the setting. They are encouraged to move freely and choose what they want to do and where they want to play. For example, they play with the play kitchen resources in the dining and conservatory area and move to the spacious hallway to enjoy the physical play of tunnels and tents. The children also benefit from a dedicated playroom which is packed full of resources which they can easily access. The playroom provides a nurturing and interesting environment to play or relax in. The child minder uses the outdoor play space often, it is extremely well maintained, resourced and organised. The garden was not used on the day of our visit following a period of very wet weather. The child minder tells us that children have engaged in gardening activities and have enjoyed planting vegetables and making bird feeders. The child minder makes good use of her local environment, visiting local parks and enjoying local walks. Children can easily access a downstairs bathroom which is clean, well maintained and child friendly.

The child minder encourages children to freely explore an excellent range of quality toys and play equipment to suit their individual needs. The layout and design of the playroom and general environment promotes children's independence well. The child minder makes sure children have access to a range of equipment that suit their age and stage of development. She introduces toys and resources which spark exploration and encourage imaginative play. For example, she provides children with a picnic blanket to support them in their imaginative game. Diversity is celebrated and explored through a range of toys and resources.

Leadership and Management

Good

The child minder works hard to provide a quality care provision to children and their families. The statement of purpose, which was updated during the course of this inspection, provides parents with accurate and detailed information regarding the service offered. There are a range of basic policies and procedures in place to support the child minder in effectively and safely delivering her service. The child minder is organised and manages her setting in line with the regulations and the National Minimum Standards (NMS).

The child minder monitors the quality of service and plans for improvements very effectively. She regularly seeks feedback from parents and children and uses the information to write an annual quality of care report. She plans areas of her service to develop effectively. For example, highlighting the new requirements within the NMS in relation to safeguarding as an area to focus on.

The child minder obtains all necessary checks, ensuring household members have relevant Disclosure and Barring Service (DBS) certificates. The child minder fully understands her responsibility to inform CIW of any changes to household members. She maintains ratios and is aware of the importance of ensuring children are closely supervised at all times. The child minder ensures her own continuous professional development is maintained through keeping herself up to date with current best practice. She ensures mandatory training is kept up to date, such as paediatric first aid and safeguarding. At the time of inspection, the child minder's food hygiene training had expired. This has been swiftly attended to by the child minder.

The child minder has developed strong and positive relationships with parents. Feedback received from parents is extremely positive. Parents told us they are very pleased with the service. One parent, who returned a questionnaire as part of the inspection process commented that, *"I feel confident in (the child minder's) abilities, understanding and ethos. Her approach has been open and there is good dialogue."* The child minder has engaged positively with us, CIW, throughout the inspection acting swiftly on recommendations.

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)
	No NMS Recommendations were identified at this inspection

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)	
Develop the use of basic Welsh within the service.	

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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