



Inspection Report

Nicola Beck

Wrexham



Date Inspection Completed

17/06/2021

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About the service

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| Type of care provided | Child Minder |
| Registered places | 10 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | Manual Insert 15.06.2017 |
| Is this a Flying Start service? | Manual Insert No |
| Does this service provide the Welsh Language active offer? | 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. We recommend that the service provider considers Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh language in social care'. |

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| <u>Well-being</u> | No Rating Required |
| <u>Care and Development</u> | No Rating Required |
| <u>Environment</u> | No Rating Required |
| <u>Leadership and Management</u> | No Rating Required |

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

Summary

This is an inspection undertaken during the Covid 19 pandemic, therefore we have focused on the priority areas for this setting and not the full quality framework.

Children are settled and happy at this setting and their individual needs are always considered. They enjoy a good range of activities and have positive relationships with the child minder, her family and other minded children. Children's social skills are good; they communicate well and enjoy the positive interactions consistently provided by this child minder.

The child minder keeps children safe and relatively healthy by putting into practice her policies and procedures. She interacts positively with children. We saw she has a lovely warm manner and caring approach, which promotes children's good behaviour. Children's learning and development are successfully promoted as the child minder provides a good range of interesting activities, which are suitable for the children's age and stage of development. Children often spend time walking locally in country parks as restrictions imposed during the pandemic ease.

The premises are welcoming, well maintained and clean. Outdoor play areas are used well and support the children's play and learning. The child minder has a clear understanding of the care she provides and manages the environment and resources well. She has put in place many of the recommendations made at the previous inspection in relation to keeping records and ensuring parents sign these documents appropriately when required.

Children can make choices, have a say in how they spend their time with the child minder, and are consequently settled and happy. We saw the pre-school children attending were listened to, and their individual needs and well-being were always considered. For example, it was not a problem when a child chose to have cucumber instead of raisins for snack, and another changed their mind and asked for milk instead of water. During school holidays, children told us they like to choose where they go on outings and really enjoy being outdoors. They told us Alyn Waters Country Park and indoor play centres are their favourite places to visit, and they go there often now restrictions are easing during the pandemic.

Children interact well with each other. For example, they enjoy playing alongside other minded children and the child minder's family members, and are confident and happy to approach them for help, or to play. Children spoke to us quite happily, and were very talkative. Their social skills were very good; they were relaxed, happy and had plenty of fun. We saw children have a good sense of belonging, as they know the daily routines well and are very familiar with where things in the playroom are stored.

Children are very independent in their play and learning; but will discuss what they are doing and ask for help when needed. We watched them completing an art and craft activity and playing with small world and construction sets, which they enjoyed. Most children have a good range of vocabulary and answer open-ended questions asked by the child minder, which encourages them to think about what they are doing. This stretches their imagination and helps their development. For instance, they responded well to the child minder's request to collect the 'sparkly' and 'non-sparkly' beads when tidying up art and craft resources. Children are not afraid to have a go, even if it means making a mistake as they enjoy plenty of praise and encouragement.

Care and Development

No Rating Required

The child minder has a good understanding of how to keep children safe. She has undertaken safeguarding and first aid training to update her knowledge and skills. She is aware of the new 'Wales Safeguarding' application, and has updated contact numbers. The child minder has the necessary policies and procedures, in place to ensure children are safe, and these have been signed and dated when reviewed. For example, the child minder has reviewed her fire evacuation procedures after taking on new children. Following a recommendation made at the previous inspection, the child minder is ensuring parents sign to acknowledge all accident, pre-existing injuries and incident forms, appropriately. We were told medication is not being administered unless prescribed for a child and the use of paracetamol to reduce high temperatures is being restricted whilst the child minder looks out for Covid-19 symptoms. She also confirmed children go home immediately if they are not well. The child minder promotes hygiene practices appropriately to ensure children's safety, with regular handwashing and cleaning in place. We discussed how healthy lifestyles are promoted, and saw children were offered water and milk with fruit for a snack.

The child minder interacts positively with children. We saw she has a lovely warm manner and caring approach, which promotes children's good behaviour. She encourages children to be polite and well-mannered and uses terms such as 'darling' and 'sweetheart', which children respond positively to. The calm environment created, and the interest shown in the activities planned, helps children to focus and play well together. The child minder currently cares for children from eight months up to seven years of age. She confirmed her behaviour management strategies to distract children and explain things to them, works well with the children. No unwanted behaviour was evident, as the children present were busy and happy and received consistent attention.

Children's learning and development are successfully promoted. The child minder provides a good range of interesting activities, suitable for their age and stage of development of the children attending. She plans for seasonal events and celebrations such as Father's Day and children's work in progress could be seen on shelves so they can return to them. Records, which are signed and dated, are kept of pre-school 'children's developmental milestones' using a 'flower chart' of developmental attainment every three months. The child minder said she speaks to parents about children's development, but has more recently relied on sending detailed messages using text messaging and photographs.

Environment

No Rating Required

The child minder ensures play areas are spacious, bright, welcoming, clean and well maintained. We were told valid safety certificates are in place for the heating and fire safety systems. Fire evacuation drills are practiced regularly. Risk assessments for the premises and outings have been reviewed and specific Covid-19 risk assessments are in place to help manage the current situation. As restrictions are lifting, the child minder is visiting local community facilities more regularly, such as local country parks. We heard the child minder suggest children played with construction bricks in the absence of a baby. This was because of using small parts, which demonstrated her awareness of the safety implications for the baby. We were told the trampoline is used by older children, and in accordance to their parents' wishes and permissions.

The environment is suitable for children using the service. Children mainly use the playroom to the front of the premises for activities. They use the dining room and kitchen for table top activities and eating. The downstairs bathroom is easily accessible, together with, nappy changing and hand washing facilities. Play resources are age appropriate. They are stored and organised really well, and are easily accessed by the children. Children can go outdoors through patio doors in the dining room and can play in all weathers on a decked surface, whilst the grass and large play equipment is used when it is dry.

The child minder continually makes improvements to the indoor and outdoor environments to enhance children's experiences. There are sufficient play and learning resources stored in the playroom to encourage children's play and development and new resources are regularly purchased. This includes items children enjoy, craft materials, outdoor play items and a new buggy. All resources seen were clean and well maintained. The child minder rotates some toys during the pandemic to ensure they do not pose a risk to children.

Leadership and Management

No Rating Required

The child minder runs her setting successfully and has a good understanding of the care she provides. She currently cares for eight children on a part time basis ranging from eight months to seven years. We examined some policies and procedures and the statement of purpose, and found they reflect the setting and current practice well. A specific policy relating to Covid-19 is in place, and it is reviewed as guidance changes. The child minder and those in her family aged over sixteen years of age have up to date Disclosure and Barring Service Checks.

The child minder plans appropriately for improvements. She completed her Care Inspectorate Wales (CIW) self-assessment of service statement (SASS) in February 2020, and is currently gathering comments and views of all those using her setting in readiness for completing the CIW SASS in July 2021. Information from this will be used when she writes her annual quality of care report. The child minder has discussed her service with CIW during check in and monitoring calls, throughout the pandemic. She confirmed recommendations in relation to completing records for accidents, incidents and existing injuries had been addressed and she had reviewed her behaviour management policy and considered further training.

The child minder has further developed relationships with parents, CIW and the local authority since September 2020. Working with others has ensured children receive quality care and the child minder is aware of changes in the childcare sector. Information in relation to a child's day is shared with parents, mainly through using social media applications and text messaging, as entry to the premises are currently restricted due to the pandemic.

Recommendations to meet with the National Minimum Standards

R1 To seek support from CIW technical department (option '4' on 0300 790 0126) regarding the use of online accounts and notifying CIW of significant events such as closure and reopening of the service, and changes made to the statement of purpose, policies and procedures.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

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| None | |
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Areas where priority action is required

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| None | |
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Areas where improvement is required

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| The child minder must provide a quality of care report annually. | Regulation 16 (3) (a) |
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The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

| 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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