



Inspection Report

Nicola Moorcroft

Wrexham



Date Inspection Completed

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About the service

Type of care provided	Child Minder
Registered places	6
Language of the service	English with basic Welsh
Previous Care Inspectorate Wales inspection	Manual Insert 23/3/2017
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. We recommend that the service provider considers the Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh language in social care'.

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 happy and settled at 'Giggles' and are able to make appropriate choices and decisions because the child minder listens to them. Their individual needs are carefully considered. Children have bonded well with the child minder and her family. They have plenty of opportunities to learn through their play and develop the skills they need to progress.

The child minder keeps children safe by following appropriate policies and procedures in relation to children's safety, health and welfare. These are under review regularly to ensure they meet new guidance, for example infection control during the COVID-19 pandemic. The child minder has the experience and qualifications to carry out her role professionally ensuring good quality care which safeguards children.

The child minder provides a clean and safe home environment. She has suitable play facilities indoors and outdoors and a good range of resources for the age and stage of development of those children in her care. The child minder maintains resources and equipment appropriately, and replaces them promptly when she needs to.

The child minder manages her service effectively. She continues to evaluate her service annually, making plans for the future of her business and ensuring the needs of the children and their parents are a priority.

Well-being

Children make choices and the child minder listens to what they have to say. She responds positively to their verbal and non-verbal requests, in a consistent, reassuring and kind manner. For example, a child was asked 'what would you like?' and was lifted up whilst the child minder pointed to the large toys stored on top of the storage basket unit, when the child nodded, a garage was lifted down to their delight. Children have lots of variety in their play, as there are many toys at the child's level for them to choose independently. Children make choices about where they play; a child went outdoors through open patio doors when they wanted to.

Children are happy and comfortable in the care of the child minder and interact well. We saw the child building a tower with small plastic bricks quite happily. The child minder told us children were pleased to see the child minder's family members when they arrived in the morning, and enjoyed playing with them. Nearly all children had settled well at the setting. Their playroom is welcoming, and all children new to the setting recently have adjusted well to routines.

Children have good opportunities to develop a range of skills through free-play and adult-led activities. They are confident, exploring large outdoor play equipment such as slides, rockers, push along toys and sand and water trays. We saw the child enjoyed trying to repeat words for colours, in Welsh, when crayoning and further developed their skills whilst using the chunky crayons. Children have good opportunities to develop their independence because they are encouraged to do things for themselves as much as possible. The child minder praises children's efforts, regardless of how small and offers support when she sees they are struggling. A child seen struggling while climbing onto the sofa, having a go was watched closely, the child minder's actions were helping the child to develop their confidence and self-esteem.

Care and Development

The child minder has the appropriate knowledge and understanding of safeguarding, to keep children safe. She has a level four in management in childcare and therefore has the knowledge to run her setting safely. She keeps daily records and reviews policies and procedures, and risk assessments regularly. She keeps her premises clean and promotes her settings procedures well to minimise cross infection. Suitable measures are in place to reduce the risks associated with COVID-19. We were required to sanitise our hands, wear a mask, and complete a risk assessment before entering the home, to ensure children's safety. The child minder has completed online training in paediatric first aid during the pandemic, and has undertaken food hygiene; level two safeguarding and child protection training. The child minder helped a child recall where they go when the fire alarm sounds and confirmed emergency evacuations take place, and children know what to do. She has a policy for use of the trampoline; however, we did not examine this. We have made a recommendation in relation to reviewing this policy and considering advice published by the Royal Society for the Prevention of Accidents (RoSPA).

The child minder completes records appropriately. We did not see children having snacks; however, we were shown water dispensers, and saw younger children drinking from their own water bottle. The child minder provides regular opportunities to play outdoors, for walks and visit places of interest.

The child minder interacts with children well and had formed a good relationship with the child attending. She told us she encourages children to be kind, considerate and gentle with others. We saw she was a very good role model. For example when reacting to seeing a child place an object in their mouth, she acted in a calm and kind manner. Consequently, the child responded immediately, removing it when asked to do so from their mouth. She told us the children behave really well because they are friends and are always kept busy.

Children have varied play and learning experiences, which support their all-round development. The child minder plans activities based on seasonal events, craft activities and sensory play. We saw plenty of photographic evidence showing a range of play activities with babies and toddlers throughout the past year. The child minder told us children particularly enjoy going to visit National Trust sites and the Zoo. She keeps brief records of children's development and progress, based on observations in her diary, and sends electronic messages to parents. She completes 'WoW!' certificates when they reach milestones or achieve something special. The child minder told us, children are very proud to receive them and cannot wait to show their parents.

Environment

The child minder provides a safe environment for children. She ensures she minimises risks to children by keeping her risk assessments up to date and relevant. She buys and replaces items such as safety gates, cleaning products and play resources when needed. Security at the premises is very good. Doors were locked when we arrived, and again after we left. The rear garden has a high fence, which ensures the area is safe from unauthorised access.

The child minder provides a suitable environment for children to play in. The main playroom is spacious and suitably furnished for all age groups. There is direct access to the outdoor play areas from the playroom, ensuring older children can play outdoors whilst the youngest children can play safely indoors. Risk assessments and permissions are in place to enable the child minder to take children on outings. When restrictions allow the child minder told us she would return to local toddler groups with the children so they are able to socialise with other children of their own age, in the community.

The child minder provides a good range of resources, which are suitable for the age and stage of development of those attending this service. Resources are stored in baskets and storage units mainly in the playroom, which the children can access easily. The child minder regularly replaces broken items ensuring those the children use are of good quality. She also considers how well items clean when purchasing new equipment, so as she can potentially minimise the risk of cross infection amongst children. She showed us how she had changed baskets made from natural materials with plastic ones, as they were more suitable.

Leadership and Management

The child minder manages her setting effectively. Through discussion, it is apparent she has been helpful to parents who are key workers and those returning to work during the pandemic. The child minder has an up to date statement of purpose, which reflects the service offered. The child minder keeps policies and procedures, children's contracts and registration forms, up to date. All people living at the child minder's home and over 16 years of age have satisfactory Disclosure and Barring Service (DBS) checks to evidence their suitability. Public Liability insurance is in place and the child minder is able to gain advice about her service if needed. Documentation is securely stored and well organised in files making them easy to examine. The child minder keeps in touch with Care Inspectorate Wales (CIW) using online facilities, and has previously discussed her service with us during check in and monitoring calls during the pandemic.

The child minder plans well for improvement. She had completed an annual quality of care review since the last inspection. She stated that she considers feedback provided by parents and has made plans for improvement once again this year. The child minder has received no complaints regarding her service and has received feedback questionnaires with positive comments.

The child minder works in partnership with parents. Completed questionnaires from parents for the child minder as part of her review, said to summarise, they were very happy with the service offered. Parents appreciate photographs received most days, of their child with updates on how they are doing. Parents also said children have opportunities to do plenty of activities, including arts and crafts.

Recommendations to meet with the National Minimum Standards

R1 To review the trampoline policy and procedures and consider advice published by RoSPA on their safe use with children.

R2 This is a service that is working towards providing an 'Active Offer' of the Welsh language. We recommend that the service provider consider the Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh language in social care'. The Welsh language and culture are promoted, and the setting could become a bilingual service if consideration was given to providing documentation bilingually and by purchasing more Welsh language resources.