



## Inspection Report

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**Date Inspection Completed**

25/10/2021

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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	28 September 2016
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	The service does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of children who use, or intend to use their service. We recommend that the service provider consider Welsh Government's ' <i>More Than Just Words Follow On Strategic Guidance for Welsh Language in Social Care</i> '.

## **Summary**

Children really enjoy their time at the setting and are very settled. Children have a very strong voice and are confident to explore, express their feelings and ask for help. They have strong bonds with the child minder and her husband who is also a registered child minder. The child minders are experienced, well-qualified and committed to ongoing training to keep their knowledge updated. They know the children and their families very well and offer excellent care. The lounge is arranged to provide sufficient space for a good range of activities. The outside area has been developed to provide plenty of physical activities. The areas are safe and welcoming. There are excellent toys and resources. The child minders operate a well-organised and established business. They have developed good partnerships with parents and the local authority.

## Well-being

Children express themselves very well and are free to make many choices and decisions during their time at the service. They choose what they would like to do and equipment they want to use from the very good range of resources accessible to them. They confidently approach both child minders for general conversations and to ask for help. For example, we saw them asking the child minders for extra resources and engage them in their play such as taking a book to them for them to read them a story. They express their wishes about whether they want to play inside or outside.

Children are very happy and relaxed in the care of the child minders. They have very positive relationships, engaging with the child minders in a spontaneous and comfortable manner. We saw numerous instances when children confidently approached their carers for cuddles, support or to play. They respond positively to direction and happily follow routines, which they were clearly familiar with, such as tidying up, washing hands and preparing to go outside to play. Children interact and play very well together in line with their age and stage of development. We saw all children smiling and playing happily in a group or independently.

Children enjoy their play and learning very much, engaging in activities in line with their age and stage of development. For example, children enjoy using masks to pretend to be animals, taking part in pretend play with each other. They engage well with the child minders, asking questions about the animal they were pretending to be. One child told us they enjoy attending and spoke about what they like to do, including crafts. We saw children smiling and giggling as they accessed a variety of activities, which enriched their learning through play. They listen intently to others as they sat and described how they felt, using a 'feelings cushion'.

Children are developing very good self-help skills and levels of independence, in line with their age and stage of development. Children access the toilet independently, feed themselves and put their own shoes on. They are confident to find their own resources, and motivated to follow their own interests. They have good social skills that are promoted effectively through interactions.

## Care and Development

The child minders are very experienced. They have very good policies and care practice measures in place to effectively safeguard and promote the welfare of all children in their care. The child minders have reviewed these regularly during the Covid-19 pandemic. Safeguarding has a high priority and both have current certificates in safeguarding. A detailed safeguarding policy is in place, which includes the Prevent Duty (a government strategy to help protect children from extremism). The policy has been updated to reference the new Wales Safeguarding Procedures. They also have current paediatric first aid training. The child minders have undertaken a very wide variety of online courses in the last year, covering all aspects of care practices and business matters. Fire drills are practised regularly and good records are kept of accidents, incidents and medication. The child minders promote healthy lifestyles, providing the children with fresh drinking water and healthy fruit snacks. Physical activity is encouraged, as they have invested in the outdoor play area so it can be used in all weathers. The child minders take effective steps to ensure children are safe when travelling in a vehicle. For example, they have a robust procedure to ensure children use the appropriate car seats.

The child minders are very skilled at managing interactions and implementing realistic boundaries. They include children in discussions about the house rules, so that they are fully understood. They are clearly documented in their behaviour management policy. We observed both carers taking a positive, calm and direct approach with the children, so that they understand what is expected of them. For example, they remind the children to wait to ask questions without interrupting others, ask them to tidy away toys to make space for more and share toys. We also saw the child minders giving the children lots of positive feedback, praise and encouragement for their efforts, promoting their self-esteem.

The child minders promote children's play and learning very well. There is a system in place to gather information about the children's needs before they start and also to monitor their development whilst at the service. Activity planning is comprehensive but flexible and they use 'in the moment' observations, following the children's choice of activity. Numerous photographs show children enjoying a very large range of activities covering all areas of learning, including multicultural celebrations. The child minders provide many opportunities for children to work things out for themselves and solve problems through for example, matching activities. They use resources effectively to encourage children to think about what might happen next, why and when.

## Environment

The child minders effectively ensure that the premises are safe and secure. Robust written risk assessments are in place. Additionally, there are safety checklists that the child minders use effectively to ensure hazards are identified on a daily and monthly basis. The child minders are aware of the risks associated with these and appropriate measures are in place to mitigate them. The premises are secure and appropriate safety equipment such as gates are in place. There are systems in place for the safe collection of children from school and a risk assessment has been drawn up. All the necessary insurances are in place and gas safety checks, electrical testing certificates and car documents are up to date.

The child minders offer a rich, child-centred environment that is friendly and inviting. Resources in the lounge and outdoors are easily accessible for children. The toilet is located at the top of the stairs and children are supervised and supported to use this according to their individual needs. The child minders occasionally use an upstairs bedroom for older children after school and for children to sleep. There is a dining area in the lounge for mealtimes and there is a small table and chairs available. There is direct access to the enclosed secure outside play area, which provides a safe area for children to enjoy a variety of activities such as planting and water play. There is a covered pergola in the garden that is set up with for various festivals and play activities, for example, Halloween. The walls are adorned with children's creations and educational posters, promoting their sense of belonging.

The child minders provide a wealth of high quality toys and resources that provide excellent play opportunities and challenge for children. The resources promote their learning and engage their interests very well, such as role-play, reading and construction activities. Resources and play areas are very interesting and changed regularly to enhance current themes and topics. A number of resources promote Welsh and other cultures that help children begin to appreciate diversity and a multicultural society.

## Leadership and Management

The child minders are motivated to provide a highly organised, quality service. They strive to provide a consistent service for children, especially during the Covid-19 pandemic. A review of a sample of the child minders' records and documentation found they are very well organised. The operational plan and informative Statement of Purpose provide useful information about the service provided and how the both child minders work together. The child minders have good awareness of the detailed and well-written policies and procedures and implements them successfully. The child minders maintain daily records such as accidents and attendance well.

The child minders have good systems in place to reflect on the quality of their service and are keen to make ongoing improvements. They have high expectations of themselves and their child minding business. They outlined some of the improvements they have made to keep their service up to date and in line with current best practice. They undertake a review of the quality of their service on an annual basis and seek the views of all relevant parties, such as parents. They produce a comprehensive report of their annual review and this includes a list of priorities for improvement. They have completed the Self-Assessment of Service Statement and submitted it to CIW appropriately.

The child minders are committed to extend their knowledge and skills. In addition to the recommended courses, they have completed a very large number of online courses since the last inspection. This enables them to carry out their roles confidently and to a high standard. These include manual handling; food hygiene; communication in the early years; supporting children's speech, language and communication; learning through play; risks in play; behaviour management; and a many more. The child minders work together to provide a flexible service for parents. Observations show that the child minders operate as a team and work seamlessly with the children, doing tasks such as toileting, food preparation and setting up activities.

The child minders have very good relationships with parents. They seek comprehensive information of each child's preferences, medical details etc from parents, so that their care needs are understood before they start at the service. This ensures the child minders can put appropriate plans in place to provide suitable care. The child minders keep parents well informed about their child's experiences and development through numerous methods of communication such as secure social media, email and texts. Regular conversations, photographs and written observations help parents understand how well their child is progressing. Parents told us how they value the service, how they receive good information and how much their children enjoy attending the setting. The child minder has a good relationship with the local authority through which she provides the Child Care Offer. During the Covid-19 pandemic, good partnerships have been developed with the environmental health and public health departments.



## **Recommendations to meet with the National Minimum Standards**

No recommendations are made.

No recommendations are made.

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
N/A	No non-compliance of this type was identified at this inspection	N/A

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