



Inspection Report

Katie Toogood

Pontypridd



Date Inspection Completed

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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 February 2017
Is this a Flying Start service?	Yes
Does this service provide the Welsh Language active offer?	No. 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.

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

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

Summary

Children are exceptionally happy, settled and make excellent progress in the child minders home. They have fantastic fun playing with their friends and have a wealth of choice and opportunities to develop different skills and become independent. The childminder is exceedingly kind and respectful to the children. Children have formed remarkably close bonds with the childminder and her assistants who understand them extremely well and treat them as individuals. Children can speak freely and encouraged to share their ideas with the childminder who shows genuine interest in their views and opinions. The childminder and her assistants pay very close attention to safety matters. They understand their responsibilities to report concerns and have a clear and sound knowledge of the safeguarding procedure.

The childminder's home is exceptionally clean, welcoming, child friendly and organised so that children can access facilities and resources with ease. Care takes place on the ground and first floor where children can play, eat, rest, and use the toilet easily. The level of resources and play activities at the child minder's home are exceptional. The indoor and outdoor areas are planned carefully and include a fantastic variety of age appropriate, developmentally challenging, and exciting play equipment that children get full use of daily. Children freely choose what they want to play as they please. The environment is very safe and all safety checks for the home are in place.

The childminder has recently reviewed and updated her excellent range of policies and procedures used to support the running of her service. The childminder has completed an incredibly good range of training which has given her the knowledge and skills to care for the children to a very high standard. She works very well with her childminding assistants and is dedicated and highly motivated. The childminder shows a very strong commitment and passion to ensure that the children in their care experience an outstanding service. She works closely with parents in making decisions about their child's well-being and keep them very well informed and updated daily.

Children are relaxed, incredibly happy, and feel safe in the child minder's care. They have lots of fun and learn new skills playing with the interesting toys and activities in her home. They frequently approach the childminder and her assistant and enjoy spending time playing with them alongside their friends. For example, children watched in awe as they explored the contents of a tap tap box. There was lots of laughter when they tickled each other with the different coloured feathers. The children's interests are central to the activities and play opportunities made available to them. For example, during a recent building project at the childminders home, the children were very interested in construction and were keen to make 'chocolate truck' snacks for the builders.

Children are very comfortable and familiar with the routines in the child minder's home which gives them a sense of security and belonging. They are learning how to do things for themselves including, problem solving in their play, helping to tidy away the toys after activities and put their shoes and coats on. They do this independently with some help and direction by the child minder when needed. They are adapting well to new routines, which have been implemented by the child minder due to the COVID -19 pandemic. For example, they joined in with the hand washing routine before and after snacks.

Children behave very well, are extremely polite and enjoy receiving praise for good manners and being kind and helpful. They are treated with respect by the childminder who has realistic expectations of their behaviour and developmental stage. The childminders home provides a calm and relaxed atmosphere. The children are given ample opportunities to learn how to share, take turns and listen to each other. This helps them to learn the importance of respecting each other. For example, during the speaking and listening session, each child took turns to share their news as others listened and could ask questions. The children were observed to be extremely attentive and considerate of each other.

The children are extremely interested and excited by the activities at the child minder's home. They can sit and spend time at a table or on the floor, happily playing games alone or with the childminder and her assistant. For example, the children were squealing with anticipation as they played pass the parcel to music for a child's birthday celebrations. Children's self-help skills are developing extremely well. They often wash their own hands, tidy up after play and put on their coats and shoes. Children take turns to be the helper of the day, 'Helpwr Heddiw,' which allows them to practice important skills. They are encouraged to pour their own drinks; select the food items they want and serve themselves from the platters of food. For example, the children were observed enjoying choosing their lunch from a selection of wraps, cheese, cucumber and peaches and strawberries for afters.

Care and Development

Excellent

The childminder follows very clear procedures to ensure they meet the health and safety needs of children. She has a suitable safeguarding policy in place and is confident in her procedures for dealing with safeguarding matters. The child minder ensures she has up to date knowledge and training of first aid. This allows her to be confident in her procedures for dealing with accidents, incidents, and administration of prescribed medication and completes these important records forms appropriately. A daily register of children's attendance is maintained appropriately.

The childminder has two pet cats. She has a pet policy in place and assesses the potential risk the cats may present for children and reduces or eliminates those where possible. The child minder has developed a specific COVID -19 policy and excellent, in-depth risk assessments and procedures to protect children during the current pandemic. Robust hygiene routines are in place to promote children's health and she encourages children to wash their hands at appropriate times. The child minder offers a superb range of freshly prepared, healthy meals, snacks, and drinks to the children which they enjoy. She knows the children's individual food preferences and can meet the needs of specific dietary requirements because she invests in training in food safety. She provides parents with information on potential food allergens.

The childminder and her assistant act as excellent role models as they are very kind and respectful towards each other and the children. This helps children to understand the expectations of their behaviour in her home and how to be kind to each other. She consistently uses positive strategies to promote good behaviour effectively, in line with her behaviour management policy. For example, she praises children enthusiastically when they play co-operatively or show kindness and respect for their friends.

The childminder ensures she completes an extensive range of training to ensure she has the required skills to care for the children. She is a qualified nursery teacher and explained she is very interested in increasing her knowledge and understanding in how best to support the development of children in her care. She has a noticeably clear understanding of individual children's needs, abilities, and backgrounds. This helps her to plan age-appropriate activities that will keep children interested and develop their skills. She provides an excellent choice of enjoyable, challenging play and learning opportunities both indoors and outdoors, to promote the children's all-round development. She makes formal records of the progress of children who are not yet in full time school. She helps children learn about a range of cultures by celebrating festivals such as Diwali, Chinese New Year and Saint David's Day. The recent Queen's Jubilee gave children the opportunity to learn about the history of the Royal family and how this relates to them as Welsh children. The large garden party, with a bouncy castle, party food and a collection of children ideas, was an enormous success and enjoyed by the children and their families.

Environment**Excellent**

The childminder follows a very clear set of procedures to ensure the environment is safe for children. Her home is very secure and provides ample space for children to play and learn. She has completed an extensive range of quality risk assessments for all areas of her provision. This allows her to identify and where possible reduce or eliminate risks to children's safety. She carries out regular weekly fire evacuation drills and all records maintained are detailed. Fire alarms and carbon monoxide detection devices are also checked weekly, and any required maintenance completed immediately, for example the changing of batteries. Maintenance and safety checks are completed routinely for the building and appliances, including gas safety. The recent addition of a high quality outside home office, meets all building control requirements and offers additional space for confidential conversations with parents if required.

The child minder's home is exceptionally clean, fresh, and very well maintained. She follows current best practice guidance to protect children from the risk of COVID-19. This includes a combination of regular cleaning of toys, resources, and surfaces at set times throughout the childminding day.

The child minder organises the indoor and outdoor play environment extremely well so children can access a fantastic range of exciting, well maintained resources with ease. Many of the resource storage boxes are at a height children can reach independently. There is child sized furniture available for children to complete tabletop activities or eat their snacks. The garden area has several different areas that children can access, including a decking area with seating, and a lawn laid with astro turf. There is an outdoor play space for children which offers an extraordinary quantity of highly engaging activities for children to develop their physical skills and imaginative play. This includes, water and sand play, a ball pit, planting area, swings, bug hotel, role play mud kitchen, toy ice cream shop, exploration area, to name but a few. There is a large quantity of multi-cultural, natural, and Welsh resources available also.

Leadership and Management

Excellent

The child minder has a sound understanding of current best practice and shows a strong commitment to continually improve the quality of the service provided to children and parents. The childminder works very closely with her childminding assistants, one of which is there on a full-time basis. We saw that this arrangement works extremely well and enriches the experiences of the children. She has developed an excellent range of policies and procedures that set a clear vision of her childminding service and make sure that both her assistants understand and follow them. For example, details of the childminding service she offers to parents and children are clearly outlined in the statement of purpose. She agrees contracts with parents and has a suitable procedure for obtaining permissions for activities such as taking children on trips and accessing emergency medical treatment.

To safeguard children, the child minder maintains all security checks for persons over the age of sixteen years living at her home. She understands the importance of keeping up to date with best practice and the need to refresh the mandatory training for herself and her assistants. She has a complaints policy in place for parents and children. She has devised a number of systems whereby children can raise a concern or worry confidentially. For example, the 'Top Secret' display table allows children to write or draw pictures of anything they are not happy with and put into a box for the attention of the childminder. The assistants said that they feel very well supported by the childminder who is available for advice, guidance, or support throughout the working day. The childminder maintains staff files with all required information on both of her assistants.

The childminder uses feedback from parents and children successfully to help her evaluate the quality of her service and plan for its development. She works in partnership with parents to plan for each child's individual needs and promote good outcomes for children. This includes routinely involving parents in the planning for children's activities and interests. The childminder uses a number of good communication systems to keep parents up to date on their child's care, including daily verbal feedback, phone calls and emails. Parents were exceptionally complimentary about the service they received from the childminder. Some comments included '*Wellbeing is always at the core of what they provide. They are both supportive of us as a family and are always available for a chat and advice. We would be lost without them.*' '*Their environment is phenomenal. The children are so lucky. They blew us away with their home and what they have created for the children.*'

Recommendations to meet with the National Minimum Standards

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

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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