



## Inspection Report

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**Newport**



**Date Inspection Completed**

14/07/2021

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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                | This is the first inspection since registration  |
| Is this a Flying Start service?                            | No   |
| Does this service provide the Welsh Language active offer? | <i>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.</i> |

## 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 confidently express themselves and actively make choices about their play. They are relaxed and comfortable in the child minder's company and build close relationships with their friends. The child minder places strong emphasis on promoting children's health and wellbeing through regular exercise and a balanced diet.

The child minder has basic policies, procedures and risk assessments in place but understands her responsibilities to keep children safe. She has successfully addressed all the safety issues identified at registration. Although some health and safety training and records required in law had lapsed, these were addressed following the inspection. She has acceptable knowledge of safeguarding children and is developing strategies to meet children's individual needs.

The inspection found a number of areas for improvement. The child minder took immediate action addressing some of these, such as improving records and completing training. She has shown a commitment to improving standards further. Overall, the child minder lacks knowledge of the National Minimum Standards for regulated childcare. Improvements regarding the management of the service are required to ensure there is no impact on children. The child minder has good relationships with parents, who speak highly of her care and commitment to their children.

## Well-being

Children are fully aware of the options available to them and actively make choices and decisions about their care and play. We saw children get themselves a drink when thirsty and select the games they want to play. On the daily drive back from school, the children confidently talk about their day. They each chose a part of the school day to talk about and happily shared news about their lessons and learning. They answered the child minder's questions who listened and showed real interest in what they said.

Children have strong friendships. They are in the same classes at school so know each other well and are therefore comfortable in each other's company. They chat constantly and make decisions about their play together. Children's social skills are developing well. They are encouraged to sit at the table at mealtimes and chat with their friends. Children feel safe and settled in the child minder's care as several have attended for over two years. As a result, they know the routines, rules and behaviours expected of them.

Children enjoy attending the child minders' and have fun playing their favourite games. We heard lots of laughter as one child jumped on the trampoline and the other threw the basketball for them to catch, repeating it many times.

Children continue to develop their independence. They help the child minder by undertaking different responsibilities at mealtimes, such as setting the table with mats, cutlery and cups. Children learn about where food comes from with support from the child minder. Prior to the pandemic, the child minder told us about how the children helped to plant and water potatoes and strawberries and then ate them.

## Care and Development

The child minder understands and implements health and safety policies appropriately. She places strong emphasis on promoting healthy lifestyles and physical activities to enhance children's well-being. They regularly take part in a range of sport activities at local parks to encourage them to be active and use the trampoline in the garden most days. The child minder regularly talks about the benefits of healthy eating and the importance of keeping well hydrated.

The child minder has suitable understanding of her responsibilities to safeguard and protect children. She has sound knowledge of child protection issues and the procedures to follow with any child welfare concerns. Although the child minder updated her safeguarding policy following the inspection, not all the necessary information is included. Whilst a number of safety records were not available to view during the inspection, including car insurance and MOT certificate, these were provided following the inspection.

The child minder is calm and positive in her approach to managing children's interactions and implements her behaviour management policy effectively. She talks to children about the rules and expected behaviour and helps them understand that their behaviour has consequences on other people.

The child minder listens well to the children, shows kindness in her interactions and readily encourages children to be independent in their play. She asks the children what they want to do and gives them the freedom to explore and develop their interests and play ideas. She plans activities, such as nature walks and games based on children's requests and interests, ensuring they have lots of fun. The child minder knows the children well and positively supports them in areas of learning they find tricky, such as reading.

## Environment

The child minder provides a secure, spacious environment for children to play and have fun after school and during school holiday periods. Suitable safety measures are in place, such as keeping blind cords and wires out of reach. Following the inspection, the child minder devised new safety policies and procedures, created an adequate car risk assessment and improved the risk assessment for the property. Other risk assessments are not yet in place but the child minder has updated her public liability insurance and gas safety check. Practice of the fire drill rarely takes place with the last recorded entry being September 2019.

The child minder provides a clean and well-maintained environment. The child minder follows increased cleaning and hygiene procedures. Children know to wash and sanitise their hands on arrival and take off their shoes.

The child minder provides children with several different areas to play and children make good use of the garden. They relax in the sitting room while playing on the laptop and move freely between the indoor and outdoor areas. There is an adequate range of toys, which children can access independently.

## Leadership and Management

The child minder has a positive ethos to providing a service where “*children can be the best they can be.*” However, the child minder’s general knowledge of The Child Minding and Day Care (Wales) Regulations 2010 and the National Minimum Standards for Regulated Childcare (NMS) is not sufficient. As a result, some aspects of the service need improving to ensure compliance with regulations. The child minder is not consistent in notifying Care Inspectorate Wales of all changes to her service. While no immediate action is required, this is an area for improvement and we expect the provider to take action. She recognises that organisation and management of her records and documents need improving and has begun to make improvements. Some regulatory records, including daily registers, were not accurate. While no immediate action is required, this is an area for improvement and we expect the provider to take action. The child minder has basic policies in place and some of these are dated. The complaints policy and statement of purpose need reviewing to ensure they contain all the necessary information. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

The child minder has shown a positive commitment to make some improvements identified at inspection. For example, Disclosure Barring Scheme checks are now in place for both the child minder and her husband. The child minder was unaware of the need to complete a review of her service and devise an annual quality of care report. However, she has taken action to address this by seeking the views of children and parents and outlining some strengths and areas to develop within a report.

The child minder completed some training following registration, including food hygiene and safeguarding. However, she was unaware that some training had lapsed, including First aid. Following the inspection, the child minder updated her First Aid training.

The child minder has good partnerships with parents. They speak highly of the child minder and value the care and service she provides. The child minder seeks relevant information about children’s needs when they start. However, these records do not contain accurate information and contracts with parents do not reflect current care arrangements.



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

R1. Increase frequency of fire drill practices and keep accurate records

R2. Update records including the statement of purpose to meet minimum standards, the complaints policy and ensure all paperwork is organised. This includes maintaining accurate records for children.

R3. Increase general knowledge of the National Minimum Standards for Regulated Childcare and requirements in The Childminding and Day Care (Wales) Regulations 2010.

R4. Risk assessments must reflect all hazards and the risks these pose to children.

**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**

None

**Areas where priority action is required**

None

**Areas where improvement is required**

|   |                                    |
|---|------------------------------------|
| The safeguarding policy does not meet regulations.                                | Regulation 22 (1) (b)              |
| The child minder has failed to notify CIW about important changes at the service. | Regulation 31 (1)<br>Sch4.01(1)(b) |
| Attendance registers to show children's attendance are not completed accurately.  | Regulation 30 (1) (a)<br>Sch3.06   |

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.

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