



Inspection Report

Fern Jarrold

Pembroke Dock



Date Inspection Completed

31/01/2023

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About the service

Type of care provided	Child Minder
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	Manual Insert]
Is this a Flying Start service?	Manual Insert] No
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

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

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

Summary

Children have a strong voice at this service. They know their needs, preferences and feelings will be listened to and they can make their own choices and decisions. Children express enjoyment and are comfortable, relaxed and very settled. They have opportunities to follow their own interests and enjoy taking part in the activities on offer.

The child minder keeps children safe and healthy sufficiently. She has completed mandatory training and has an appropriate system in place for monitoring children's progress and planning activities. She interacts positively and kindly with children.

The child minder provides a clean and suitable environment. The environment meets children's needs and is comfortable. She provides a range of resources appropriate for different interests and stages of development. The child minder needs to take action in relation to some safety aspects.

Leadership and management of the service is appropriate and kept in an organised manner. There are systems in place for managing records, maintaining policies, and reviewing the quality of care.

Well-being

Good

Children are happy and relaxed at the child minder's setting. They are settled and have a strong sense of belonging. They are interested and excited whilst playing in the tuff tray with twigs and straw. Older children are fully engaged as they create their own play dough, '*Let's work together.*' They fully engage in the play-based activities and concentrate for sustained periods of time.

Children have a strong voice. They make choices and their decisions are listened to. For example, during snack time children clearly voiced what they wanted to eat and which colour cup they wanted, "*Can I have the yellow one?*" They know their choices are respected by the child minder and their preferences are considered. They are happy to approach the child minder for support in their play. For example, a child asked for help from the child minder to reach a toy they wanted to play with.

Children's interactions are good. Older children interact well and are very caring towards the younger children, "*Go and wash your hands after snack okay?*" Children have positive bonds of affection with the child minder. During mealtimes, children engage with the child minder and respond well to instructions.

Children develop good confidence levels and self-esteem. Outdoors, children attempt to shoot the ball into the ring and are encouraged at all times. A young child enjoyed serving the child minder with cups of tea from the role play kitchen. Children are very aware of the daily routines, for example they remove their shoes and access the bathroom to wash their hands after school. Children are developing good independence skills. When arriving at the setting they hang their own coat and place their shoes in the unit. During snack time children independently butter their crackers. They welcome assistance from the child minder when necessary.

Care and Development

Good

The child minder keeps children safe and healthy. She identifies and actively manages risks, consistently reminding children about keeping safe, for example reminding a child to be careful as they climb the sofa, *“Watch you don’t fall off. I don’t want you hurting yourself.”* The child minder ensures good cleaning arrangements, however consistent hygiene practices to minimise cross contamination are yet to be established. She does not ensure all children wash their hands before eating food. She has a good understanding and awareness of what she would do if there was a child protection issue. The child minder has a range of clear policies in place. The child minder supports children to speak or express themselves as they receive a consistent response or interaction.

The child minder implements positive behaviour management strategies and praises children verbally, *“Good boy.”* The child minder is sensitive to the children’s needs and is always trying to find out what the children wanted to do. The interactions are very calm and positive, demonstrating warmth and kindness.

The child minder provides an appropriate range of play and learning activities. She regularly takes the children on visits, and she keeps photos to reflect outings and activities. She provides children with a balance of unstructured free play as well as planned activities when at home. She consistently asked children questions during their play including *“what are you making there?”* and *“what colour is it?”* The child minder carries out some basic observations, however not all examples of work and observations are dated. The child minder does undertake planning of activities; however the planning is not skill specific.

The child minder knows the children very well, she discusses their likes and dislikes and where the children need extra support. She encourages children to be independent while eating food, drinking, and moving between the indoor and outdoor area. We did hear the child minder praising children using the Welsh language during the inspection visit, *“da iawn!”*

Environment**Adequate**

The child minder ensures the environment is well maintained indoors and outdoors. She organises and carries out regular cleaning routines, however, she does not keep a record of cleaning schedules. The child minder has basic written risk assessments and completes daily visual risk assessments. However, some risk assessments lack detail. The child minder ensures that regular heating and safety tests are carried out. During the inspection visit, we found the child minder did not ensure the premises is safe from unauthorised access as the door is left unlocked. She does not carry out regular fire drills. These are areas for improvement and need to be addressed. The child minder ensures the outdoor area is secure and safe for children, making sure children remain within the area and are constantly supervised. She also ensures the outdoor area is maintained and resources are to a good standard.

The environment has good indoor play space for children to move freely and she ensures that the outdoor play space is used when the weather is favourable. The premises are welcoming, warm, and accessible to all. Resources are stored at a low level which children can access themselves. Resource boxes are not labelled with a visual clue as to their content. Any resources which are kept out of reach, the children can request, or the child minder pulls out, for children to see what is on offer.

The child minder ensures children can access a broad range of good quality age-appropriate furniture, toys, and equipment both indoors and outdoors. For example, play dough, kitchen role play resources, books, jigsaws and creative materials. There are varied resources to keep the children's interest. There is a good sized outdoor play area which is well maintained and presents some very good play opportunities for the children. For example, climbing structure with slide, mud kitchen, basketball hoop, tuff tray and various ride on toys.

Leadership and Management

Good

The child minder works positively to ensure she develops her service and has an appropriate understanding of her responsibilities as a provider. She has a statement of purpose that reflects the service provided, however does not fully include information on daily routines. The child minder ensures relevant information is kept about the children in her care including individual needs, emergency details and a range of permission forms. However, some siblings share records. She consistently records accidents and records medication given to children in her care. The child minder reviews her policies on an annual basis and keeps a written record of this.

The child minder reviews the quality of care annually. She seeks the suggestions of children, and their parents/carers as part of the process. Questionnaires are provided for both parents and children. Questionnaires viewed during the inspection visit were not dated.

The child minder has the necessary certificates for safeguarding, first aid course and food hygiene. She maintains accurate information about the times of attendance of the children in her care and ensures she meets the conditions of her registration by caring for no more than six children at a time.

The child minder ensures communication and engagement systems with parents are good. She keeps parents well informed. She provides verbal feedback daily as well as messages and photos via WhatsApp. We did not receive feedback from parents during the inspection process, however questionnaires viewed during the visit showed positive feedback on the service provided, *“Fern is an excellent childminder.”*

Recommendations to meet with the National Minimum Standards

R1: Ensure siblings have individual records.

R2: Date all samples of work and observations.

R3: Further develop the routines section on the statement of purpose.

R4: Further develop risk assessment on school runs.

R5: Keep a record of cleaning schedules.

R6: Consider labelling resources drawers to further promote independent choice.

R7: Further develop hygiene practice.

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
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38	The service provider has not carried out fire drills.	New
37	The service provider does not ensure the premises is safe from unauthorised access.	New

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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