



## Inspection Report

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**Cardiff**



**Date Inspection Completed**

28/01/2022

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## About the service

Type of care provided	Child Minder
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	First Inspection post registration
Is this a Flying Start service?	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. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

## Summary

Children feel safe, happy and secure in the childminder's home. They are very fond of her and enjoy playing with the other children she cares for. They can freely choose from a very good selection of fun, age appropriate toys and activities that helps them develop and learn. Children are encouraged and given time to speak freely and know they will be listened to and their opinions matter.

The childminder is kind and respectful to the children. She makes sure she keeps the children safe by following her policies and procedures carefully. The childminder has completed a good range of training that has given her the knowledge and skills to care for the children.

The childminder's home is clean, welcoming and child friendly. Care takes place on the ground floor where children can play, eat, rest, and use the toilet easily. Currently, the childminder is having an extension to her home and the outdoor area is not in use. She understands her responsibility to make sure risks to children's safety are removed where possible.

The childminder has a good range of policies and procedures that she uses to run her service. She is developing a well organised system to help her grow and improve the quality of her service. She keep parents well informed about their children. She works closely with them to give the children care tailored to their individual needs.

## Well-being

Children are relaxed, very 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. Children are happy to share their ideas with the child minder and know they will be valued and listened to. For example, they are excited to fish for the magnetic sea creatures in the blue rice and tell her what they had found.

Children are comfortable 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 tidying up and putting on their coats and shoes. 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 and sanitising routine which they were obviously familiar with.

Children are encouraged to be kind, share and listen to their friends. They are treated with respect by the childminder who has realistic expectations of their behaviour and developmental stage. Children receive praise for being kind and having good manners. For example, the child minder praised the child for taking turns to feed the play shark some fish and their lovely manners saying please and thank you.

The children are interested and excited by the activities at the child minder's home. They are able to sit and spend time at a table or on the floor, happily playing games or having a story read to them. For example, the child was very relaxed cuddled on the childminder's lap having 'The Snail and the Whale' book read to them. They were busy chatting about the sea creatures and how they thought they might be feeling.

## Care and Development

The child minder follows a set of clear policies and procedures to ensure she keeps children safe and healthy. She has a suitable safeguarding policy in place and is confident in her procedures for dealing with safeguarding matters. The child minder ensures that 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. She completes important records such as accident, incident and medication forms appropriately. The child minder has developed a specific COVID -19 policy and risk assessment and has good procedures to protect children during the current pandemic including taking regular lateral flow tests. She ensures hygiene routines are in place to promote children's health, including encouraging children to wash their hands at appropriate times.

The child minder offers a good range of freshly prepared, healthy snacks and drinks to the children which they enjoy. She knows the children's individual food preferences and is able to meet the needs of specific dietary requirements because she invests in training. Her menu does not provide parents with information on potential food allergens. During the inspection, the child enjoyed a healthy lunch of toast, vegetable sticks, with a dried fruit desert and oat milk.

The child minder is confident in her use of positive strategies to promote good behaviour effectively. She follows a behaviour management policy which describes how she will promote positive behaviour in her home. This policy does not detail how the behaviour of different age groups of children will be managed. She makes sure that she maintains a happy and calm atmosphere in her home. As a qualified teaching assistant the child minder is very experienced and has a good understanding of child development and how this affects children's behaviour.

The child minder aims to provide care which is tailored to the children's individual needs. She provides a very good choice of enjoyable, challenging play and learning opportunities both indoors and outside in the local area to promote the children's all-round development. She plans activities to make sure children get lots of opportunities to learn and is focussed on how she can help them move to the next stage in their learning. She has started to make 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 child minder supports children well with their language development. There was a very good use of incidental Welsh during the visit.

## Environment

The child minder has a useful set of policies and procedures to ensure the environment is safe for children. She identifies and where possible reduces or eliminates, risks to children's safety. For example, she has completed an assessment of the potential risks associated with the current building work at her home and planned how she will reduce or eliminate these risks to keep children safe. The child minder follows current best practice guidance when cleaning her home and resources to protect children from the risk of COVID 19. She ensures the maintenance checks for the home and appliances are up to date.

The child minder has organised the indoor play environment well so that children can access a very good range of exciting, well maintained resources with ease. Many of the resource storage boxes are at a height that children can reach them independently. The garden area is out of use currently due to building work. There is a stream located at the bottom of the garden. When the outdoor area is in use, the children play in a closed off, secure section of the garden/decking area in order to keep them safe. The childminder has assessed the potential risks associated with this area of the garden and is clear about how she will manage the children's safety. There is child sized furniture available for children to complete table top activities or eat their snacks.

## Leadership and Management

The child minder manages her service very well and aims to improve her skills and the quality of the service she provides. She has developed a good range of policies and procedures and has a clear vision for her service. For example, details of the child minding 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

The child minder maintains appropriate security checks for persons over the age of sixteen years living at her home in order to safeguard children. She understands the importance of keeping up to date with best practice and the need to refresh her training and skills regularly. She has a complaints policy in place for parents. Older children do not have any formal arrangements to allow them raise a concern.

The child minder uses feedback from parents and children successfully to help her evaluate the quality of her service and plan for its development. She works with parents closely to ensure that children experience the support required to meet their individual needs. She keeps parents well informed and stays in contact by phone, text or email to provide feedback on the well-being of their child. We spoke to three parents who were all very complimentary about the quality of care the child minder provides. One commented 'Jaime is a godsend, and we feel so lucky to have found her.'



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

R1. Provide parents with information on possible food allergens in meals supplied.

R2. Update the behaviour and complaints policy to incorporate the voice of older children.

### 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	N/A

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Ratings	What the ratings mean
<b>Excellent</b>	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.
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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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