



## Inspection Report

**Sarah James**

**Newport**



**Date Inspection Completed**

14/08/2024

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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	10 April 2024
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	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.

<a href="#"><u>Well-being</u></a>	<b>Good</b>
<a href="#"><u>Care and Development</u></a>	<b>Good</b>
<a href="#"><u>Environment</u></a>	<b>Adequate</b>
<a href="#"><u>Leadership and Management</u></a>	<b>Adequate</b>

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

## **Summary**

Children have a good voice and make decisions about how they spend their time whilst at the child minder's home. They are relaxed in their relationships with the child minder and her two assistants, showing trust and warmth. Children of different ages interact suitably, displaying care and consideration for each other. They engage well with activities and have opportunities to develop their independence.

The child minder and her assistants have a good understanding of how to keep children safe and promote their health and wellbeing. They are good role models, interacting positively with the children and managing their behaviour effectively. The child minder plans some activities to promote children's development but mainly offers child-led free play.

The child minder provides a suitable environment for the care of children. It generally meets children's needs and is comfortable and bright. She provides a range of well-maintained resources that are stimulating for younger children.

The child minder has made considerable improvements to the management of her setting and is now compliant with the Child Minding and Day Care (Wales) Regulations 2010. She has clear policies and procedures, and she maintains records appropriately. The child minder develops positive relationships with parents and guardians.

## Well-being

Good

Children of all ages move happily around the lounge and make decisions about the resources they would like to play with and how they wish to engage with them. For example, when children see their friends playing with coloured rice and flowers, they confidently approach the tray to join in. Children appropriately communicate their wishes using verbal and non-verbal methods. For example, babies gently stroke the child minding assistant's arm to gain her attention. They are self-motivated to initiate their own play using the resources available to them.

Children of all ages are settled while at the child minder's home. They look to her and her assistants for affection and reassurance in a variety of situations including when tired or a little unsettled due to them being new to the setting. Children chat enthusiastically with the child minder as they share a book together and giggle as they play peekaboo with the child minder's assistant.

Children behave and interact appropriately for their ages. They develop positive, healthy relationships with their friends of all ages. Children take delight in helping and caring for each other, for example by fetching toys for their younger friends. They are familiar with the daily routines and take part in these confidently. Children enjoy chatting together about their pets as they eat their lunch.

Children are free to explore their environment and spend time on activities that interest them, which encourages them to learn and develop. Children attending on the day of our visit were content with the resources and activities available to them. We saw children choose role-play toys from the storage area and then play happily together for an extended period. Children display enjoyment in the routines of the day such as cheering and laughing as they watch one of the assistants hoovering up play rice.

Children are inquisitive and keen to show adults what they can do. They enjoy showing staff and their friends the rice creations they have made and are delighted when they receive praise. Children are encouraged to do as much for themselves as possible and as a result their skills of independence are developing well. They eat independently and access the toilets and wash their hands with independence in line with their stage of development. Older children lead their younger friends in taking out and putting away the resources they use.

## Care and Development

Good

The child minder has policies and procedure which promote the children's safety and well-being. The child minder and her assistants understand the procedure to follow should they have any safeguarding concerns about the children in their care. The child minder promotes children's health appropriately. She and her assistants carry out effective hygiene practices such as wiping tables and washing hands before food. The child minder changes nappies in a manner that affords children privacy and dignity; however she does not keep a record of nappy changes. She holds medical and allergy information for children in her care and records accidents, incidents and the administration of any medication. The child minder and her assistants have all undertaken paediatric first aid training that allows them to confidently deal with any injuries within the setting. They supervise children appropriately when at play and while sleeping. The child minder conducts regular fire drills to ensure children know how to exit the building safely in an emergency.

The child minder and her assistants are caring and interact well with the children. They praise children for their efforts and promote their confidence and self-esteem. For example, they spend time praising a child who told them they could now ride their bike without stabilisers and ask questions to show great interest in the child's achievement. The child minder and her assistants show warmth towards children in their care such as gently stroking a child's hair when they are unsettled and soothing them with their favourite toy. They encourage children to share and praise children when they engage well.

The child minder provides age-appropriate resources and activities for the children that she currently cares for. She knows the children well and has a good understanding of each child's individual needs and routine. She promotes independence suitably; children are encouraged to do things for themselves but offered support if necessary. The child minder plans a range of activities to interest children including regular trips to play groups and soft play. She also uses children's individual interests to organise activities such as a visit to see police cars and activities based around World Elephant Day. The child minder provides children with a good amount of time for self-directed play where children follow their interests by choosing the resources they want to use and play with. She extends children's learning and ensures that she engages with them appropriately during their play activities. The child minder tracks children's development in scrapbooks and identifies curriculum links clearly.

**Environment****Adequate**

The environment is secure and provides a suitable space for children to play. The child minder ensured the front door was kept locked throughout the visit and she keeps registers of children and staff's attendance including times of arrival and departure. The child minder also records the attendance of visitors. She has developed a range of risk assessments that identify potential hazards to children and measures in place to manage these risks. The child minder and her assistants complete daily safety checks and identify and remove emerging risks appropriately. She has identified that the path leading to her home requires improvement and has plans to undertake this within the next few months. This will provide safer access for children and families. The child minder ensures that all required routine checks for her home are undertaken in a timely manner. She has public liability insurance.

All areas of the home are bright and generally clean. The child minder provides children with space to play in a welcoming, accessible lounge. It is decorated in calming, neutral colours and provides a suitable area for children to play. There is sufficient room to play and low-level sofas for children to relax on. Children have access to a child-sized table and chairs to eat their snacks or play in the lounge, while older children also use the raised seating in the kitchen. In the bathroom, children are provided with handwash and individual hand towels which allow them to be independent when using the toilet and washing their hands. The child minder told us children enjoy spending time in the secure garden that provides appropriate space for active play. We did not see children using this space during our visit as it is currently not suitable for wet weather play.

The child minder provides a range of well-maintained, clean and varied resources. They are stimulating and meet the needs of younger children well. However, the child minder does not have many resources to meet the interests of older children. The child minder has stored resources effectively to allow children to see what is available for them to use. We saw children of all ages accessing most of these independently and requesting some stored out of their immediate reach. Outdoors, children have access to resources that allow children to be active in their play, such as a climbing frame. Resources such as a bug house and planters promote creativity and encourage children's interest in nature.

## **Leadership and Management**

**Adequate**

The child minder runs her service in line with the Child Minding and Day Care (Wales) Regulations 2010. She has an appropriate understanding of her responsibilities as a provider and is committed to providing a good service. The child minder has an up-to-date statement of purpose that provides an accurate picture of how the setting runs. She has reviewed and updated all policies and provides copies to parents of children attending the setting. The child minder notifies Care Inspectorate Wales of significant events and changes to her provision. She obtains relevant information for children to ensure she is fully aware of their needs and how to meet them; she stores this information securely. The child minder uses her car to transport children and ensures it has valid insurance, tax and MOT.

The child minder submitted the self-assessment of service survey (SASS), to include the quality of care report for 2024 within the given timeframe. This review sets out areas for improvement and effectively identifies changes made over the previous year. The child minder sends annual questionnaires to parents but does not reflect upon the information obtained from this or the views of children and staff in her review. She has an appropriate complaints policy for parents but does not have a procedure for children to share their feelings if they are unhappy with the child minding service.

The child minder has two assistants who work with her on a voluntary basis. She has made appropriate checks to ensure they are suitable to work with children. They have up-to-date Disclosure and Barring Service (DBS) checks and have undertaken safeguarding training. The child minder delivered a suitable induction to both assistants and provides them with regular supervisions to give them with an opportunity to reflect on their practise, raise any concerns and support their professional development. She has a clear plan for conducting annual appraisals going forward. The child minder ensures she always adheres to the required ratios.

The child minder is aware of the importance of working closely with parents and provides regular updates via text message and verbal feedback on drop off and collection at the setting. The child minder's annual questionnaires reflect that parents are happy with the care she provides.



### 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
20	The child minder must ensure that her safeguarding, lost child and missing child policies set out clear procedures for staff to follow and that required ratios are maintained at all times.	Achieved

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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A
28	The provider must ensure the required information is held for all child minding assistants.	Achieved
29	The provider must put appropriate staff supervision, appraisal and disciplinary procedures in place.	Achieved
30	The provider must ensure that all required information is obtained and held for all children.	Achieved

Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

National Minimum Standards	
Standard	Recommendation(s)
Standard 7 - Opportunities for play and learning	Provide a greater range of resources that meet the needs of older children.
Standard 18 - Quality assurance	Include the views of parents, staff and children in the annual quality of care review.
Standard 19 - Complaints	Devise a complaints policy for children.

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

Best Practice
Recommendation(s)
Record nappy changes.
Provide opportunities for outdoor play in all weathers.

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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