



## Inspection Report

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**Caerphilly**



### **Date Inspection Completed**

13/03/2024

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## About the service

Type of care provided	Child Minder
Registered places	10
Language of the service	Both
Previous Care Inspectorate Wales inspection	7 January 2019
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

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

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

### **Summary**

Children are happy and have formed a warm relationship with the child minder. They enjoy their time at the setting and are confident to communicate their needs.

The child minder knows how to keep children safe and healthy. She supports individual children in a warm and highly positive way. The child minder is kind and friendly. She plans a range of activities in line with children's interests.

The child minder cares for children in a safe and secure environment. She creates a welcoming space where children can play and learn. The child minder maintains the environment to a high standard. She provides resources that promote all areas of children's learning and development.

The child minder manages her provision well and understands her regulatory responsibilities. Documents are clear, well organised, and regularly reviewed. The child minder keeps parents well informed about their children's development.

**Well-being****Good**

Children are happy and relaxed within the child minder's care. They have a strong voice and feel at ease expressing themselves. Children chat happily with the child minder and know she values their ideas and opinions. They have many opportunities to make choices and decisions. For example, they play freely and decide which toys and activities they would like to play with.

Children have formed a warm relationship with the child minder and the child-minding assistant. They feel settled and at ease in their surroundings. For example, they happily approached us to show us their favourite toys. Children are confident to approach the child minder and receive positive words of encouragement and hugs when needed.

Children are beginning to form friendships in line with their age and stage of development. They interact well with one another, play happily alongside each other, and learn to share resources. Children receive frequent praise for their efforts and achievements, which promotes their self-esteem and makes them feel valued. Older children are very considerate of and caring towards younger children. For example, an older child gently hugged and stroked the head of a younger child to express their obvious care and affection. Another child kindly got their friend's water bottle for them and offered them a drink.

Children are engaged in their play and confidently choose activities that interest them. We saw children cradling baby dolls as they fed them a pretend bottle and younger children giggling happily as they played peek a boo with the child minder. Children concentrate well in line with their age and stage of development. For example, one child took great delight in matching shapes when playing with a sorting toy. Their sense of achievement was plain to see as they proudly exclaimed, '*I did it,*' before repeating the activity once again. Children enjoy opportunities for prolonged periods of uninterrupted play which enables them to practice skills and build confidence in their abilities.

Children are developing their independence skills successfully, enabling them to do things for themselves. For instance, they use the bathroom facilities and wash their hands independently with some oversight and direction from the child minder. They hang up their coats and place their shoes on the shoe rack in the hallway. Children access resources with ease or will confidently ask the child minder for help if they cannot find something.

**Care and Development****Good**

The child minder has a thorough understanding of how to keep children safe and healthy and has effective policies and procedures in place. She is confident to recognise the signs and symptoms of abuse and knows the procedure to follow should there be any safeguarding concerns about a child. The child minder records administration of medication, accidents, and incidents in details and shares these records with parents. She keeps an accurate record of children's attendance. The child minder implements effective cleaning routines and practices to help prevent the spread of germs. For example, she cleans surfaces before food preparation and meal/snack times and implements good handwashing routines. The child minder supports children to have a healthy diet by providing nutritious meals and snacks. She is working towards a healthy preschool award which promotes nutrition, oral health, physical activity, and active play. The child minder told us how she manages children's dietary preferences and allergies. However, there is no policy in place to reflect this practice.

The child minder is kind and caring and delivers warm, nurturing care. She has completed additional training which has enhanced her understanding of child development and behaviour. For example, training in promoting quality interactions with children and attachment and trauma informed care. She engages positively with the children and respects what they say. She has a beneficial behaviour management policy in place which promotes the use of positive strategies. The child minder skilfully supports children to interact with one another appropriately. We heard her encourage and praise children frequently, for their efforts and positive interactions, offering clear explanations to reinforce children's understanding.

The child minder plans a range of activities that help children to learn and develop their skills. Planned activities are in line with children's individual needs and interests, making them meaningful for children. For example, to ease anxiety around going to the dentist, the child minder encouraged children to play with the dentist role play resources. They had great fun brushing a giant-sized model of teeth using real toothbrushes and practicing 'opening wide' to show each other their teeth. The child minder encourages older children to share their ideas for activities, outings, and records these in her daily diary. Discussion with the child minder evidenced that she knows the children in her care very well. However, she does not keep records of her observations or records of individual children's progress and development. The child minder told us she has recently introduced a digital record keeping system which she intends to use to keep developmental records of children. The child minder is currently undertaking the 'road to bilingualism' training to promote the use of Welsh language in her setting. We heard her using a little incidental Welsh language with the children.

**Environment**

**Good**

The child minder provides a clean and safe environment for children. She keeps the front door locked while children are present, and ensures visitors show identification and sign in using a digital visitors record. The garden area is safe and surrounded by a secure fence. She monitors and responds to any potential hazards in a timely manner. There are a purposeful range of risk assessments in place for all areas of the home and a variety of activities and outings. Risk assessments identify emerging risks, the measures in place to minimise such risks, and evidence regular review and updates. The child minder conducts regular fire drill practices with the children and logs these appropriately in her fire drill record. The child minder ensures that maintenance checks for the home and car are up to date, and she maintains current public liability insurance.

The child minder ensures the environment is welcoming so that children feel comfortable and at home. She provides plenty of toys, games and equipment and organises these well so children can access them easily. The layout of the room promotes children's independence and is attractively organised to enable children to freely explore and make their own choices about what they want to play with. Play areas are light and bright and all the furniture is appropriate and in good order. A lovely secure, garden is well resourced with different areas that provide a variety of worthwhile play and learning opportunities for children to enjoy outdoor play. For example, sheltered area for all weather play, mud kitchen, patio area for bikes and ride on toys, mud kitchen and planting area.

The child minder ensures equipment suits the children's age range. Children can sit comfortably at high quality child sized furniture to complete tabletop activities. They eat their main meals at the large dining room table and younger children sit in appropriate booster seats to enable them to feel part of the dining experience. A low-level paper towel dispenser and step in the bathroom promotes children's independence when using the facilities. In the hallway, low level coat pegs, a shoe rack and a display of house rules all at child height help children to feel a sense of belonging as they enter the setting. The child minder ensures all toys and resources are in good working order and clean to minimise the risks of cross infection. There is a mix of wooden and plastic resources, however there are limited natural and real life resources to enhance children's play experience.

## Leadership and Management

Good

The child minder is enthusiastic and driven to provide a good quality service. She has an informative statement of purpose that provides useful information about the service she offers. Although, this requires updating to reflect that the garden is back in use and the correct address for Care Inspectorate Wales (CIW). Required policies and procedures are in place which aid the smooth running of the setting. The child minder is a member of a childminding support organisation. She finds this useful to keep up to date with information about her business and uses some of the documentation the organisation provides. The child minder agrees contracts with parents and has a suitable procedure for obtaining permissions for activities such as application of suncream, photographs and accessing emergency medical treatment.

The child minder has a useful system in place to review her setting. She completes an annual quality of care report. The report reflects on feedback from parents, outlining the setting's strengths and any areas to develop. She is reflective of her practice and shows ongoing commitment to make improvements to her setting. For example, she intends to apply for a grant to further develop the outdoor learning environment. There is a complaints policy in place, but it does not include information on how older children can raise a complaint.

The child minder ensures that up to date Disclosure and Barring Service (DBS) checks are valid and up to date for herself, the assistant and household members. She ensures there is a staff file in place for the child-minding assistant, which evidences robust recruitment checks are in place. The child minder prioritises her continuous professional development and has undertaken a wide range of additional training to promote best outcomes for children. For example, courses in, active baby and active toddler, speech and language, small parts, and a curriculum for funded non maintained nursery settings. She has also completed the local authority quality assurance scheme which has encouraged her to develop and maintain ambitious standards of learning and development. This enables parents to know with confidence they are choosing a high-quality provision.

The child minder understands the importance of working in partnership with parents to ensure children in her care receive the correct support to meet their individual needs. She keeps parents well informed about their child's experiences and development by providing regular verbal feedback at pick up and further digital feedback via a childcare app.

### 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
30	Child minder had not kept a record of all visitors to the home whilst children are on the premises.	Achieved
	Statement of Purpose did not reflect current practice - the ad hoc use of volunteer.	Achieved
	DBS check for son overdue, no DBS check in place for volunteer.	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 5 - Records	Keep written records of children's progress and development
Standard 1 - Information	Update the statement of purpose and ensure CIW hold the current version
Standard 19 - Complaints	Update the complaints policy to include how older children can raise a complaint

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)
Devise a policy to inform how children's dietary requirements and allergies are managed
Introduce more natural and real life resources to further enhance children's play experiences

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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