



Inspection Report

Heather Williams

Burry Port



Date Inspection Completed

25/03/2024

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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	19 June 2018
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

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

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

Summary

Children really enjoy their time with the child minder. They have fun and laugh. They thoroughly enjoy their play and show high levels of engagement in their chosen activities. They have a very strong voice at this setting.

The child minder has an excellent understanding of her role and responsibilities to keep children safe and healthy. She is very kind and nurturing towards the children and manages children's behaviours exceptionally well. The child minder effectively promotes children's play, learning and development.

The environment is secure, clean, welcoming, and very well organised to support children's play and learning. An excellent range of indoor and outdoor resources promote children's all-round development. The child minder monitors the environment well to identify and eliminate any unnecessary risks to children's safety.

The child minder is highly motivated and committed and clearly enjoys her role. Her vision and sense of purpose sustains improvement and promotes excellent outcomes for children. She maintains her own professional development ensuring that she continues to develop and improve in her role. She has established strong partnerships with parents and works hard to ensure that children are nurtured within a safe and stimulating home environment.

Well-being**Excellent**

Children are excellent and engaging communicators and have a very strong voice at this setting. They happily make their own choices about what they want to do and how they spend their time. Children express themselves confidently and know that they will be listened to. They engage enthusiastically with us, Care Inspectorate Wales (CIW), during our visit. Children's opinions and interests are highly valued. Children chose their play throughout the day and join in enthusiastically to arranged activities by the child minder.

Children are very happy and valued. They develop warm and affectionate relationships with the child minder and clearly enjoy being at the setting. We saw children confidently approach and interact with the child minder throughout the inspection. Children know daily routines very well and know they have a real say in how their time unfolds. Children know they are listened to when they tell the child minder that they feel sad as they are too slow at playing a game and losing. They receive positive encouragement and reminded of what they are really good at.

Children's interactions are extremely positive. They are forming authentic relationships; talking and engaging with one another in play. For example, a group of children sit at the table together for a sustained period of time, talking about their Easter pictures they are creating. They laugh, giggle, and thoroughly enjoy their time together. Children display empathy and kindness towards each other. They are learning to problem solve for themselves. For example, when children want the same resource, they take it in turns and pass it to each other when they have finished.

Children are very enthusiastic learners and are extremely motivated and engaged in their play and learning. For example, they totally embrace the prepared activities of egg hunt and egg and spoon race in the garden. They thoroughly enjoy using their imaginations and take part in activities confidently and feel a sense of achievement. They are excited to talk about what they have been doing and enjoy telling us about their experiences. They are excited to show us a robin's nest in a tree trunk and curious about if there are any chicks or eggs. They listen to the child minder's quiet whispers about not frightening the robin and whisper quietly back.

Children are self-sufficient and independent within the setting. They help themselves to a drink when they want and are able to access toys and resources easily. Children are familiar with the routines of the day. For example, clearing the dining table before dinner and putting out the placemats. They are actively encouraged to participate in the decision-making process with regards to how they spend their time at the setting. This encourages children's independence and raises their self-esteem.

Care and Development

Excellent

The child minder has an excellent understanding of her role and responsibilities to keep children safe and healthy. She has a clear understanding about the procedures to follow should she need to make a safeguarding referral. She supports the children to develop good hygiene habits and encourages regular handwashing. She provides healthy foods and encourages children to develop an understanding of healthy eating, giving them a variety to choose from. She records all accidents and incidents thoroughly and has appropriate systems in place should medication need to be administered. She encourages lots of movement and outdoor activities to promote children's gross motor skills and physical development. The child minder is experienced and carries out her role professionally and to the best of her ability. She is very aware of the individual needs of all the children in her care.

The child minder is an excellent role model, she interacts positively with the children and fosters strong bonds of affection with them. She consistently implements positive behaviour management strategies and children's behaviour is exemplary. Children follow the child minder's instructions well and a mutual respect is clearly evident. For example, children who played outside were reminded not to wet each other with the hosepipe and this request was followed. The child minder speaks softly to the children and always uses positive reinforcement. Her interactions are consistently engaging, and she is very warm and kind towards the children. She frequently offers praise and encouragement, and children respond positively to this. The child minder has fun with the children, and they laugh and joke together.

The child minder promotes children's learning and development very effectively. She plans a wide range of interesting play opportunities around children's individual interests. For example, she understands that many of the children are interested in creative and art activities and plans opportunities which enable them to develop their skills in this area. The child minder displays children's artwork and children proudly show us their work. She engages with children during activities, naturally promoting and extending their learning as they play. The child minder speaks Welsh and provides the Active Offer.

Environment**Excellent**

The premises are safe and very well maintained. The entrance is secure, and all visitors sign in and out of the setting. The child minder practises regular fire drills with children to ensure they can evacuate the building in the event of an emergency. The child minder has appropriate risk assessments in place for all areas of her service, including trips away from the home. There is a small stream at the bottom of the garden, and children only access this area when supervised by the child minder. The indoor and outdoor areas are secure and provide a interesting space for children to play and learn.

The child minder provides a stimulating and spacious play area for the children to enjoy. She ensures it is warm and welcoming. The child minder ensures children have the freedom to explore her home safely. They are encouraged to move freely and choose what they want to do and where they want to play. The children benefit from a dedicated playroom which is delightfully decorated and provides a nurturing and interesting environment to promote their imagination with dedicated role play areas of a village shop and a home corner. The conservatory is dedicated for arts and crafts and messy play. Children can move freely between outdoors and indoors and can easily access a downstairs bathroom which is clean, well maintained and child friendly. The child minder uses the outdoor play space often, it is well maintained and organised. She shares exciting plans and vision to develop the area further with a pergola to allow sheltered area in all-weather to provide an outside play and learning section.

Inside, the child minder encourages children to freely explore an excellent range of quality toys and resources to suit their individual needs and ages. The layout and design of the playroom and general environment promotes children's independence well. She introduces toys and equipment which spark exploration and encourage imaginative play. For example, as it was the first day of the school holidays, she had planned Easter activities which the children thoroughly enjoyed,

Leadership and Management

Excellent

The child minder works very hard to provide a high-quality care provision to children and their families. There is a clear statement of purpose providing parents with accurate and detailed information. Policies and procedures are clear and implemented well. They are organised in line with each standard of the National Minimum Standards. Daily record keeping is very well maintained and thorough and there are clear records of children's attendance times. The child minder manages her setting in line and more often so, exceeds the regulations and the National Minimum Standards.

The child minder monitors the quality of service and plans for improvements very effectively. She regularly seeks feedback from parents and children and uses the information to write an annual quality of care report and plan areas of development, reflecting on the past year and what she has done that works well and what hasn't. Self-reflection is embedded in the service to ensure the children are happy and well cared for.

The child minder and her partner hold a current Disclosure and Barring Service (DBS) certificate. The child minder ensures her own continuous professional development is maintained through keeping herself up to date with current best practice. She ensures all mandatory training is kept up to date, such as food safety and first aid. In addition, training focusing on inclusion and person-centred practice has been undertaken ensuring that her practice continues to improve and develop to meet the needs of all children, including those with additional learning needs. This is an area of interest for the childminder which she is keen to develop further and specialise in.

The child minder has developed strong and positive relationships with parents. Feedback received from parents is extremely positive. Parents told us they are very pleased with the service and the opportunities their children experience with the child minder. Parents said the child minder is very flexible and accommodating and that communication is always very thorough. The child minder takes the children out to local beaches, parks and castles. Last summer they visited many castles in Wales over the six week holiday, which sparked a great interest in the children.

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
N/A	No non-compliance of this type was identified at this inspection	N/A

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)
	No NMS Recommendations were identified at this inspection

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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