



Inspection Report

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Tenby



Date Inspection Completed

04/11/2022

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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	3 August 2017
Is this a Flying Start service?	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>	Excellent
<u>Care and Development</u>	Good
<u>Environment</u>	Good
<u>Leadership and Management</u>	Adequate

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

Summary

Children are extremely comfortable in this child minder's care. They form very strong and positive relationships, and they have an excellent level of individual attention. Children are highly motivated and engaged in their play, resulting in excellent opportunities to develop their individual skills.

The child minder has good procedures in place to keep children safe and healthy. She and her assistant support children well in their interactions and play. They know the children very well and ensure that their individual needs are met effectively. The child minder is developing her processes for observation and planning for next steps in children's development.

The child minder provides a good environment for children's play, particularly in the outdoor area which has undergone significant improvement since the last Care Inspectorate Wales (CIW) inspection. She ensures that children are cared for in a safe and secure environment that meets their needs. She provides plentiful resources to suit the children's interests and stages of development.

The leadership and management of the setting is not fully effective. We have identified two areas for improvement and three recommendations at the end of the report. However, the child minder is focused on continual improvement, and she has effective systems in place in some areas. Parents are extremely happy with the service she provides.

Well-being**Excellent**

Children are very confident communicators because their wants, needs and moods are fully considered. Children communicate confidently with the child minder and her assistant in their preferred ways and receive positive responses. For example, a child told the child minder through pointing and sounds that they wanted to go up the stairs. They scrunched up their face in delight and smiled broadly when they were understood and able to do what they wanted to do. Every child received an excellent level of individual attention throughout our visit.

Children clearly have a strong sense of belonging and are forming positive relationships. Children interact very happily with the child minder and her assistant. They seek help when needed and approach adults for cuddles and to share their experiences. Children also show delight when interacting with a household member. They form strong friendships with their peers. For example, two young children played together for a large part of our visit and negotiated their roles in small world play and when riding a bike together. They smiled and laughed as they rode a bike around a circuit and when they completed a circuit quickly and a child said, *"I won!"* their friend reminded them, *"No, we won!"*

Children express clear empathy and are very sensitive to the needs of others. Young children spontaneously started trying to help the child minder when she put a ramp away. They showed genuine kindness to a baby who was crying, asking in a kind voice if they wanted milk and offering a toy as a comfort.

Children are highly motivated, animated, and fully engaged in their play and learning. They are consistently very engaged and busy when playing indoors and outdoors. Children are able to choose and lead their play. They are offered many opportunities to engage in play that they enjoy, and which develops their individual skills. For example, a child who enjoyed action songs was able to participate in these regularly, showing excellent engagement, anticipating the actions, and giggling throughout. Children are encouraged to do things for themselves throughout their time with the child minder, in line with their individual stage of development.

Children take part in activities resulting in a great feeling of achievement and high self-esteem. They are enthusiastic to show or talk about what they have been doing. A child developed a small world play scenario with support from adults' questioning where they imagined lava flowing into a field of animals and stopping this with the aid of toy vehicles and 'rocks'. The child proudly told us, *"I'm good at stopping laving. I saved the day!"*

Care and Development

Good

The child minder and her assistant follow good procedures to keep children safe and healthy. They ensure that children regularly wash their hands and there are very good hygiene procedures in place for nappy changing. They complete regular training in safeguarding, paediatric first aid and food hygiene. The child minder has appropriate understanding of her responsibilities in relation to child protection. The child minder proactively encourages a healthy lifestyle. She provides healthy snacks and shares her expectations for healthy eating with parents who provide children's lunches. She encourages children to drink water and play in the outdoors very regularly.

The child minder and her assistant consistently implement positive behaviour strategies. They have a good understanding and knowledge of children's individual development and how this affects children's behaviour. They communicate well with children at a suitable level for their stage of development. For example, when a child wanted to go under a ramp that was being removed, the assistant explained why that was not safe and gave alternatives of what the child could go under. They always act as good role models and provide lots of cuddles, smiles, and encouragement for the children.

The child minder provides a good range of play and learning activities. She is fully aware of children's individual development and is improving her systems for observation and planning for next steps. The child minder plans activities based on themes. She told us where she notices a child needs support with a particular skill, she plans activities for the whole group targeting the skill, although this is not recorded. She keeps basic records in daily diaries regarding skill areas covered and she completes development records based on the Foundation Phase compact profiles. The child minder has started completing detailed one-page profiles, with parents' consent to aid children's transition to school. The child minder is very experienced and is beginning to learn more about the Curriculum for Wales and Additional Learning Needs (ALN) Code. The child minder and her assistant share their learning from training courses with each other. They provide very good support for children to develop their play, using open questioning and encouraging children to problem solve. The child minder uses basic Welsh with children, such as encouraging them to say 'diolch' and to identify colours in Welsh.

Environment

Good

The child minder provides a safe, secure, and well-maintained environment. Suitable risk assessments are in place which have been expanded following our inspection visit. The child minder has completed a fire risk assessment based on Welsh Government guidance and ensures children have regular opportunities to practise emergency evacuations. She takes action to reduce risks to children such as arranging an annual boiler safety check and installing gates to prevent unsupervised access to stairs for very young children.

The child minder ensures the outdoor play space is used as often as possible. She has significantly developed the outdoor area since the previous CIW inspection. A large area has been laid with tarmac to allow a safe play space for children to use throughout the year. She extends children's knowledge and development in the outdoors by offering a good range of resources which stimulates their curiosity and interest. We saw many resources during our visit and the child minder also provided photographic evidence of further resources for physical and sensory play which are used regularly, particularly at warmer times of the year. The child minder has established different play areas such as a water play area, outdoor tables with mirrors, a chalk board, climbing apparatus and benches with cushions where children can relax. The child minder also makes good use of the local environment, giving children the opportunity to explore local woodlands, fields, parks, and beaches. Parents are very happy with the emphasis on outdoor play at the setting. The indoor and outdoor environments are welcoming and inviting spaces which are well maintained.

The child minder provides an environment which meets children's needs. She provides a small indoor play area where children can easily access a wide range of resources. Children also have use of the kitchen/dining area for table-top activities and the child minder told us that they sometimes also play in the lounge to extend the play space. The child minder provides suitable toilet and hand washing facilities for children indoors. However, at the time of the inspection visit, the child minder provided a portable outdoor toilet which did not meet children's needs in terms of privacy and dignity. A child used hand sanitiser to wash their hands rather than soap and running water. The child minder told us the portable toilet had been housed in a 'toilet tent' previously, but this was removed due to it blowing away in the wind. Following our visit, the child minder moved the portable toilet to the shed to allow for improved privacy. She has assured us this is only used where necessary if children need to use it very urgently and cannot access the indoor toilet and handwashing facilities. She assured us that the normal practice was to use running water for handwashing.

Leadership and Management

Adequate

The child minder has a clear vision for her setting which she shares with others. She maintains a clear and up-to-date statement of purpose. There is a range of suitable policies in place. The child minder updated some of these policies during the inspection process to bring them in line with national minimum standards.

The management of staff is developing. The child minder employs assistants and ensures that they provide good care for the children. Assistants feel well supported and the child minder has established a suitable system for annual appraisal. Although, the child minder has regular one-to-one discussions with her assistants, there is not a formal system of supervision in place. At the time of our visit, the child minder did not have a robust system in place for completing and keeping records of full suitability checks and reviewing Disclosure and Barring Service (DBS) checks. We found that a DBS check for one of the relevant persons had expired. The child minder took immediate action to safeguard children. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

Record keeping at the setting is not fully effective. The child minder keeps full records in relation to children's needs and understands her responsibilities to keep personal information confidential. She is registered with the Information Commissioner's Office (ICO). She also ensures relevant insurances remain current. However, at the time of our visit, the child minder did not comply with regulations in relation to record keeping, regarding attendance records and medication records. Some of the detail of these records was in daily diaries, which went back and forth to children's homes rather in her own records. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The child minder reviews the quality of care annually. She seeks the views of parents and children to inform this and sets some basic targets for improvement. The child minder is pro-active in applying for grant funding to improve the quality of the care she provides. This funding, in addition to her own contributions has enabled her to make improvements to her outdoor area and to purchase a laptop to aid the management of the setting. She is reflective and evaluative in her practice. For example, she had introduced an app for communicating with parents but found that it did not suit her practice or have the impact she had hoped, so reverted to the previous communication methods.

The child minder has good partnerships with the local school and community. She also communicates effectively with CIW, ensuring that she provides information as requested and submits notifications of relevant changes. Parents are extremely happy with the child minder's communication and the service she provides.

Recommendations to meet with the National Minimum Standards

R1. Further develop planning for children's next steps, including consideration of the new Curriculum for Wales, where applicable

R2. Formalise the system for supervision of staff

R3. Keep the use of the outdoor toilet under review to ensure good practice regarding privacy and hygiene.

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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28	The child minder had not ensured that she completed full suitability checks on her assistants. She did not ensure that DBS checks were renewed to ensure the continued suitability of assistants. Ensure that full information or documentation is available in relation to the suitability of staff.	New
30	The child minder did not maintain full and accurate records of attendance and the administration of medication. Ensure records are accurately maintained and kept on the premises.	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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