



Childcare Inspection Report on

Naomi England

Cardiff



Date Inspection Completed

15/05/2019

Welsh Government © Crown copyright 2019.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

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

Description of the service

Naomi England is registered with Care Inspectorate Wales (CIW) to care for up to six children under 12 years old. She lives in the Rhiwbina area of Cardiff with her husband and two school age children. The service operates from 7.45am to 6pm each weekday, including school holidays. This is an English language service, which uses incidental Welsh.

Summary

Theme	Rating
Well-being	Good
Care and Development	Good
Environment	Good
Leadership and Management	Good

1. Overall assessment

Children are relaxed and comfortable in the child minder's home. They receive individual care and attention which meets their needs. Close relationships are evident as children attend the service regularly and are very settled. The environment is inviting and safe and is organised from a child's perspective. There are effective management systems in place which meet the requirements of the regulations, and the child minder is motivated to improve her service continually.

2. Improvements

This is the first inspection after registration.

3. Requirements and recommendations

There were no noncompliance issues identified during this inspection.

Some good practice recommendations are outlined in the report and summarised in section five.

1. Well-being

Good

Summary

Children are content and settled with the child minder. They receive good quality care which provides a strong foundation for their learning and development. There is a relaxed and comfortable atmosphere within the home and children are happy to express their views and opinions. Activities are provided which suit the age and stage of development of the children.

Our findings

Children receive support to make choices and their decisions are respected. The three young children who were cared for during the day were in the early stages of learning how to express their needs effectively. The child minder was able to anticipate what was required because she knew them very well and listens to them with intent. They move around the room easily and make their own choices. Children's views are considered when planning activities which are changed if children lose interest and decide to play with different resources.

Children form strong attachments to the child minder and are very comfortable in her care. They respond positively to the nurturing and responsive care provided by her. Children go to the child minder when they need reassurance and comfort and clearly benefit from the tenderness shown to them. Parents are very happy with the quality of care provided to children who told us they look forward to attending the service.

Children enjoy the interesting and diverse activities which are offered to them. They play together cooperatively, share resources and help each other willingly. Children benefit from interesting activities which stimulate their imaginations. They enjoyed a planned activity which included listening to a story about textures and sounds and followed this by going into the garden to lie down to feel the grass and listen to insects. Children were engaged fully with this activity which stimulated their curiosity about the outdoor environment.

Children's development is promoted by the opportunities to develop self-help skills which are embedded into their daily routines when using the service. They happily water the garden and talk about growing the seeds they planted. They are confident to help the child minder when she is arranging lunch in the garden and they peel their own fruit, feed themselves and help to tidy away toys at the end of each activity. Children develop good social interaction skills as they learn to listen and communicate effectively.

2. Care and Development

Good

Summary

The child minder is an experienced and confident childcare practitioner and has developed a good range of effective systems to ensure that children's health and safety is prioritised and that their needs are met. She has put in place the required policies and procedures to promote positive outcomes for children.

Our findings

The child minder has a good understanding of her responsibility to safeguard children and to promote their welfare. The child minder has the knowledge and confidence to recognise any issues of concern. She is clear about her duty to refer any safeguarding issues to the appropriate statutory authority. There is a child protection policy in place, however, it does not refer to the Prevent duty. This is a government strategy which outlines the responsibility of all service providers to protect children from the dangers of radicalisation and extremism. Accidents are well recorded, signed by parents and are typical of the age and stage of development of the children. The child minder intends to formalise the system currently in place which records the existing injuries of children when they arrive at the service. The childminder has registered her business with the Environmental Health department and has completed a food hygiene course. She has rigorous systems in place to prevent and control infections and sets down clear boundaries about when children can resume attendance after illness. Children have access to water and healthy, nutritious food throughout the day.

There is a behaviour management policy in place which outlines the importance of consistency and clear boundaries for children. The childminder provides a calm and caring environment where children can feel secure and develop self-esteem and confidence. The child minder is an excellent role model for children. She understands that factors such as tiredness and hunger can affect children's behaviour and pre-empts these situations successfully. The child minder prepares well for her days when she is caring for children and this means she can give them her full attention.

The child minder has effective systems in place to promote children's learning and development. She has a good understanding of children's specific needs and their backgrounds and keeps in close contact with parents to ensure all information relating to a child's welfare is shared. She encourages children to express their individuality and arranges activities in response to their preferences. One child's interest in Australia was expanded to include Australian animals and plants which the child clearly enjoyed. Daily activities and milestones achieved are recorded in developmental journals for pre-school

children and are shared with parents. Each child has a book which contains all the paintings and handiwork completed at the service. These are valued highly by children and parents and are a good record of children's development and learning achievements.

3. Environment

Good

Summary

The child minder's home is safe, welcoming and well maintained. Children use the large kitchen/dining room, the study and one bedroom upstairs for sleep purposes. There is a patio and garden which is used daily in the summer months.

Our findings

The environment is clean, well maintained and secure. Regular safety checks take place and risk assessments are carried out on all areas of the premises and when visiting community facilities. The front door and back garden gate are locked at all times and a record is kept of any visitors when minded children are present. There is a register of children attending each day. However, this does not include the times of arrivals and departures as is required. The child minder actioned this immediately. We saw evidence of regular servicing of the gas boiler and that public liability insurance is in place. Good attention is given to fire safety and smoke alarms are checked regularly. The child minder carries out fire drills with children at least twice annually and makes good records of each event. Children are involved by learning about emergency vehicles through role-play activities. The child minder uses a baby alarm when children are sleeping upstairs and is vigilant to ensure the safety of children at all times.

The child minder's home is welcoming and child centred, and provides a rich environment for children's play and learning. There are very good facilities and enough space for children to play and relax in comfort. The outdoor area is used and valued by children and they are able to explore and be curious about the natural world freely. Outside seating is used for meals in fine weather and the child minder is careful to ensure children are protected from the sun. The layout of the house is arranged from a child's perspective and resources are stored to be accessible to children. Children have use of booster seats and a high chair and appropriate aids in the bathroom, which is on the ground floor.

Resources provided by the child minder are suitable for the needs of children and we saw activities and games were age appropriate and offered variety and choice. These support their learning and development and include games, puzzles, books, construction toys and outdoor gardening resources. The child minder told us that she regularly cleans the toys and discards anything that is broken. During school holidays, outings are arranged and children's choices are considered carefully and include local visitor attractions. Children have good opportunities to learn about the sustainable management of resources by using recycled and natural materials for arts and crafts.

4. Leadership and Management

Good

Summary

The child minder manages her service efficiently with due regard to the National Minimum Standards (NMS) and the Child Minding and Day Care (Wales) Regulations. She is well motivated and is open to new developments. She demonstrates confidence and skill to promote positive outcomes to children and their families.

Our findings

The child minder organises her service effectively. There is a statement of purpose which provides an accurate picture of the service and is provided to parents. The child minder told us that she regularly consults the CIW website to ensure that she is up to date with any new developments. She is affiliated with a national child-minding umbrella organisation, which provides information and support when needed. The child minder has completed first aid, child protection and food hygiene courses and keeps up to date with any changes. All the required policies and procedures are in place and we noted they are reviewed regularly. Both the child minder and her husband have current Disclosure and Barring Service checks

There are systems in place to evaluate the service and plan for improvements. The child minder sends questionnaires to parents and these provide information about whether the service meets the needs of children and feedback about the quality of care. The child minder has produced a quality of care report, which outlines her intentions with regard to service developments. She aims to increase the use of the Welsh language with children by purchasing books and using basic Welsh words and phrases regularly. Partnerships with parents is strong and we spoke to one parent who told us they highly value the service. Parents' feedback is consistently positive, and comments include, 'she is a warm, caring, enthusiastic carer who provides a safe learning environment', and 'we have taken on board some of her ideas for supporting our child'. There is a complaints policy in place and no complaints have been received. However, the policy does not outline the role of CIW in dealing with concerns.

The child minder organises her time efficiently and maintains orderly records of her qualifications, training and DBS certificates. She prioritises tasks effectively and ensures she is available to children when they need her. She does not employ an assistant. The child minder has organised a backup child minder who is able to look after children in the case of an emergency. She belongs to a network of child minders working in the locality who share information and provide support to each other. The child minder maintains positive, professional relationships with parents to maximise the benefits of the service to children.

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

None

5.2 Recommendations for improvement:

- Formalise a procedure to record any existing injuries of children;
- include information about the government Prevent strategy in the safeguarding policy and
- clarify the role of CIW in relation to complaints.

6. How we undertook this inspection

One inspector undertook an unannounced visit to the service for five hours on 15 May 2019:

- We engaged with the three children present;
- we spoke with one parent;
- we looked at the information held by CIW;
- we looked at a wide range of records. These included the statement of purpose, risk assessments, copies of policies, which included safeguarding, safety records and monitoring records. We also looked at three children's records, and
- we made a visual check of the premises used by children and we provided verbal feedback to the child minder at the end of the inspection.

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

Type of care provided	Child Minder
Registered Person	Naomi England
Registered maximum number of places	6
Age range of children	9 months to 12 years
Opening hours	7.45am – 6pm weekdays, including school holidays
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	First inspection since registration
Dates of this inspection visit	15 May 2019
Is this a Flying Start service?	No
Is early year's education for three and four year olds provided at the service?	No
Does this service provide the Welsh Language active offer?	This service 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. We recommend that the service provider consider Welsh Government's ' <i>More Than Just Words Follow on Strategic Guidance for Welsh Language in Social Care</i> '.
Additional Information: None	

Date Published: 8 July 2019