



Childcare Inspection Report on

Abigail Harris

Newcastle Emlyn

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

14 May 2019

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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

Abigail Harris was registered as a child minder in May 2018. She cares for a maximum of ten children aged under 12 years at her home near Newcastle Emlyn, Ceredigion. The service operates Monday to Friday from 8:00am to 5:30pm. The main language of this service is English but also offers a bilingual service and speaks Welsh to children from Welsh speaking households.

Summary

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

1. Overall assessment

Overall, we at Care Inspectorate Wales (CIW) found that children are happy and settled with the child minder. They enjoy their play activities and interact well. The child minder is enthusiastic and caring, providing bilingual inclusive education to children. The child minder is committed to ongoing improvement and involves both parents and children in discussions about ways to improve the service she offers. The children are cared for within a comfortable, clean and safe environment with access to an extensive range of resources and toys. The child minder manages her business efficiently and has excellent partnerships.

2. Improvements

This is the first inspection post registration.

3. Requirements and recommendations

We have made two minor recommendations, which can be found at the end of the report.

1. Well-being

Good

Summary

Children have a clear voice and feel safe and happy at this service. Children interact well developing friendships and good bonds with the child minder and her family. The children enjoy an array of opportunities and their independence skills are developing well.

Our findings

Children were happy and settled at the child minder's home. They had a good, positive relationship with the child minder enjoying cuddles from her when they became tired. Children confidently moved from one room to another and naturally helped themselves to toys and resources. The children were comfortable and made their own choices and decisions as we heard children asking the child minder for water and more fruit during afternoon snack time.

Children chose to play with the role play shop, the large cardboard fire engine, the crafts, books and the cars. Whilst outdoors, children enjoyed playing with bikes and ride-on cars. Children chose where they wanted to sit during lunch time, which was respected by the child minder. Children chose to sit for a long period of time eating food, however one child was not ready to eat after his nap therefore he played freely until he was ready to do so. The children entertained themselves using coloured peg boards and sang familiar Welsh and English songs enthusiastically.

Children enjoyed playing together during free play, sharing the role play foods, shop and cafe. The children giggled and laughed as they played enthusiastically and snuggled each other in the tractor together. Children listened to the child minder's prompt to share nicely and were easily distracted by the child minder's interactions. Children looked at a photo album together naming familiar places and smiled proudly. They excitedly greeted the child minder's family members by giving them a hug and bringing them food from the 'Caffi Sali Mali' role play area.

Children thoroughly enjoyed their play and learning opportunities, as they excitedly played with 'real life' foods in the shop. During outdoor play, children happily watered the plants. Additionally, they enjoyed sorting and matching the plastic numbers to the numbers on the pebbles. Children are developing well. They formed numbers with chalks on the black boards and copied the child minder as she modelled forming the numbers. Children recognised colours and names of different fruits in Welsh and English whilst they played in the role play corner. They recognised Italy on the globe in the 'Around the World' area and told us that pizza was made in Italy.

Children showed independence whilst washing hands and eating their lunch. Children smiled when they were praised for drinking from a cup independently and trying fruits and vegetables for the first time. Children attempted to open the yoghurt pots without support. They drank water from beakers and cups and helped themselves to water from the 'Hydration Station' in the lounge area. Children who were chosen to be helpers (Helpwr

Heddiw) poured water into cups for other children. Children wore their own shoes with little support from the child minder and carefully placed their shoes on the mats provided near the door.

2. Care and Development

Good

Summary

The child minder provides a very clean, safe and healthy service for the children. She is a qualified and eager childcare practitioner who is committed to delivering good quality inclusive care, offering varied and stimulating learning areas for all children. The child minder has a positive relationship with the children and manages interactions well. The child minder is committed to developing the children's learning through extensive assessment and successful planning.

Our findings

The child minder demonstrated good hygiene practice. She sanitised the tables and kept all areas clean at all times. The child minder washed her hands at all times and made sure she was wearing protective clothing when preparing foods. She encouraged the children to wash their hands with soapy water and used separate paper towels for them to dry their hands. However, some children shared the same bowl of water to wash their hands before lunch. The child minder followed policies and procedures whilst nappy changing and toileting. She wore protective clothing and kept the areas sanitised between each change.

The child minder provided bottled water at the 'hydrating station' which was accessible for the children in the play room. The child minder was aware of the new 'Food and Nutrition' guidance and provided healthy balanced snacks for the children. She had an awareness of allergens and provided us with allergy management plans. Parents provided the packed lunches for children which were kept in the fridge at the correct temperature.

The child minder kept children safe. For example she provided the children with sun hats and sun cream before going outside and ensured that bottled water was easily accessible to the children.

She has updated her child protection training and prevent duty training, and confidently responded when given scenarios in relation to child protection. She had recorded incidents and accidents although we did not see any evidence of existing injuries to children noted in the records. She ensured children were aware of what to do in the event of a fire as she carried out fire drills every month. The child minder's paediatric first aid and food hygiene certificates were in date.

The child minder showed nurturing interactions with the children, giving cuddles and comfort to those who had just woken from their sleep. The child minder knew the children well, distracting them when they wanted the same toys, for example the children wanting the same toy cars were given an alternative and then took turns. The child minder provided gentle reminders for children about behaviours and actions telling them to come down safely from the sofa or they would hurt themselves. She praised the children when they listened to instructions in regards to their personal safety and tidying the toys away.

The child minder provided excellent opportunities for children to develop their learning outcomes by providing learning areas promoting language, knowledge and understanding of the world, creativity and imaginative play. For example, mathematical skills were encouraged by recognising and matching numbers with natural stones and plastic numbers. The child minder was fully aware of children's individual needs as she had completed monthly observations of the children and used these as next steps in their learning. She also based her weekly planning on different themes, which included knowledge and understanding of the world and people who help us. Children enjoyed activities and resources such as animal yoga, craft, Makaton and bilingual multicultural books. The child minder sets a good routine using a visual timetable to promote the children's understanding. The child minder used the 'Cered' Welsh pack to promote Welsh language stories, songs and games. The child minder translated many phrases used with the children orally during the day and involved them in discussions about colours and names of different foods, days of the week, weather, shapes and months of the year. The child minder told us that they have learnt about different cultures and diversity by taking part in activities based on Ramadan, Chinese New Year, St Patricks Day, St.Davids Day, Buddha's Birthday story and Christmas celebrations.

Summary

The property is very clean, safe, well-maintained and imaginatively decorated inside and outside. There is plenty of space for the children to rest, play, learn and develop within an exciting learning environment. The child minder provides an excellent range of toys and stimulating resources for the children's learning and development.

Our findings

The property was locked on our arrival and we were asked to show identification badges and sign the visitors' book. All risk assessments and daily checks were completed and dated. The child minder had safety gates on the bottom and top of the stairs and another safety gate between the kitchen and the laundry room where the dog remained during the child minding day. Heating certificates had recently been renewed. All medicines, first aid and cleaning chemicals were stored away safely. The rear garden was securely enclosed. The child minder carried with her at all times children's parental contact details, needs and allergies in case of an emergency. The property was extremely clean and tidy throughout and all cleaning checks were recorded regularly. During the morning of the inspection visit, there was maintenance engineers working to the rear of the property, children did not have access to these areas during this time. The child minder carried out identification checks on these persons, noted their presence in the visitors' book and created a risk assessment for their time at the premises.

The child minder ensured that the property both indoors and outdoors was welcoming and very child friendly. Children sat in high chairs and booster seats at meal times and potties and steps were available for the children to gain access to the toilet. There was significant space and facilities to meet the children's needs for child-focused play, quiet and sleep times upstairs and physical play outdoors. Children had access to the living room, kitchen, hall way/cloakroom, toilet and conservatory area which was the playroom. There were displays of children's craft work hanging in the play area and each child had their own 'everyone's an artist' book displayed to celebrate their work. The layout of the rooms created independent child-initiated learning opportunities and easy access to role play, creative play and language and mathematical skills through areas of learning from the lounge area to the conservatory which led to the outdoor area.

The child minder ensured that the children had a choice of a wide range of toys and resources which were imaginatively organised within the role play and themed areas in the play rooms. The learning/play areas consisted of 'real life' props within the role play areas with focus on language and mathematical development. The child minder provided thematic areas focused on knowledge and understanding of the world with the focus on Italy and an investigation area, as well as a book corner based on the world cultures theme. Boxes of

craft resources, small world toys, dolls, Welsh books, cultural and diversity stories, games and jigsaws were readily available for the children. Outdoors, the child minder provided two gardening areas for the children to grow their own fruits and vegetables and to experiment with natural resources. Children could discover about animals as there was a safely covered fish pond and rabbits. The garden also contained climbing apparatus, bikes, ride on cars and a role play kitchen area. The environment catered for all children's needs, abilities and disabilities. The child minder displayed plenty of Welsh and English labels within all play areas.

4. Leadership and Management

Excellent

Summary

The child minder is efficiently organised and has extremely effective record keeping systems in place exceeding the requirements of regulations and national minimum standards. She manages her business very well and evaluates the service provided taking consideration of parents and the needs of children at this service. Partnerships with parents are excellent.

Our findings

The child minder had recently updated her statement of purpose which fulfilled and complied with regulations and national minimum standards. The child minder had detailed policies and procedures which were dated and reviewed regularly. The child minder was very competent and organised and kept a visitors' book, children's register, contracts and information forms were clear and well maintained. The relevant documents for the transportation of children were all in place. The child minder had a child development file on each child and had used a Foundation Phase assessment tool to provide next steps learning goals for children.

The child minder sets herself a high standard training schedule, completing two online webinars every month as well as training courses advised to her by parents of the minded children. The child minder has completed her QCF Level 3 course, 'Prevent' training as well as 'Inclusion for ASD and effective learning in the foundation phase' course and others focused on the Foundation Phase. The child minder had previous teaching experience and told us that she had plans to expand her training over the coming months by completing more online training in the future. She had valid Disclosure and Barring Service (DBS) certificates for all adult household members. The public liability insurance certificate was valid and she had registered with the Information Commissioners Office (ICO).

The child minder's policies were sent to all the parents and the complaints policy was additionally shown on the entrance hall of the property along with information for parents. The questionnaires recently sent to the parents by the child minder were very positive and the online childcare website also reflected this. One parent told us *'I cannot fault this service. Communication and opportunities to discuss matters area available through various methods. It is a very caring environment and I feel happy and confident sending my child there. I feel it is more than just a job – heart and soul go into providing this service.'* The child minder had also collected the views of children at this service. The child minder told us that in reflection of the views of service users and their families she had recognised numerous strengths to her service and would like to set targets for improvement. The child minder has made plans to use reward systems for children, develop children's independence, continue to develop herself as a child minder through online training and make contact with other child minders for peer support. Additionally the child minder had plans to update and review a completed Quality of Care report to review the quality of the

service in the near future. The child minder has plans to become an approved setting for being an autism friendly child minding business.

The child minder had excellent and successful partnerships with parents and shared extensive information. The child minder provided daily reports of the children by phone and also verbally sharing information in regards to the children's food consumption, toileting and activities. There was evidence of information from parents in regards to children's needs and requirements from the 'All about me' form. The child minder had provided reviews of child progress 'How am I doing?' sessions with parents providing them the chance to discuss their child's progress, targets and needs. The child minder had taken children to an array of Welsh speaking playgroups within the local area and attends a different playgroup daily. She had created a 'Ready for School' booklet for children moving on to school and has liaised with the local primary school teacher to provide the correct information and skills to be included. The child minder had created a comprehensive monthly newsletter which she sent to parents efficiently sharing information and photos of recent visits to the local area, celebrations, activities, home-link activities and useful websites, policy information, training schedules, childcare offer, birthdays and any future closures to the service. The child minder had taken children to many local attractions such as Henllan Steam train, dinosaur park, wildlife park, Cardigan Island farm and Scolton Manor.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

This was the child minder's first inspection.

5.2 Recommendations for improvement

We recommended that the child minder;

- provides separate clean water for children whilst hand washing; and
- create a report log of existing injuries to children.

6. How we undertook this inspection

This was a scheduled, unannounced post-registration inspection. Two inspectors carried out the inspection on Tuesday 14 May 2019 for a period of approximately 3 hours and 50 minutes. During our visit, we;

- observed the children and the care they received;
- looked at a wide range of records;
- looked at policies and procedures;
- looked at the risk assessments and insurance certificates and
- received a questionnaire from one parent.

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

www.careinspectorate.wales

Type of care provided	Child Minder
Registered Person	Abigail Harris
Registered maximum number of places	10
Age range of children	0 – 12 years
Opening hours	8:30 – 17:30
Operating Language of the service	Both
Date of previous Care Inspectorate Wales inspection	This is the first inspection
Dates of this inspection visit(s)	14 May 2019
Is this a Flying Start service?	No
Is early years education for three and four year olds provided at the service?	No
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.
Additional Information:	

Date Published 29/07/2019

