



Childcare Inspection Report on

Naomi Scott

Newport



Date Inspection Completed

18/07/2019

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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

The child minder was registered with Care Inspectorate Wales (CIW) in October 2009. She provides home based child care for up to ten children under twelve years old. She operates from Monday to Friday providing a flexible service to meet the needs of families including school holidays. She lives in Newport and provides an English language service with some Welsh used within activities.

Summary

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

1. Overall assessment

The child minder provides an excellent, consistent, caring and cheerful 'home from home' service. She gives children plenty of choice in their activities and encourages them to share their views and do things for themselves. Children are happy and enjoy their time with her; she knows the children well and affection is freely given. She ensures they have fun while promoting their play, learning and development and children benefit from a healthy lifestyle. The child minder provides a safe and child friendly environment where outdoor play and experiential learning from nature and natural resources are a priority in the service. She keeps her training up to date and undertakes wider learning opportunities for her professional development. She keeps and uses an effective range of policies and procedures to support her business.

2. Improvements

The child minder implemented the recommendations made at the last inspection. These were about improving some record keeping and paperwork. She has completed a level three child care qualification and applies her learning to her practice and now uses technology to improve the communication systems with parents. Children benefit from spending lots of time outside in the newly landscaped garden which includes challenging play experiences. The child minder offers the Welsh Government's 30 hours free child care to families.

3. Requirements and recommendations

We made some recommendations to develop the service and improve outcomes for children. These included some minor revision to paperwork noted within this report.

1. Well-being

Excellent

Summary

Children's views are valued by the child minder and they have lots of free choice in their play. They are made to feel welcome and at home and have formed good relationships with her. They are able to develop their self-help skills and undertake activities which challenge them, build their confidence and self-esteem. Children enjoy an excellent variety of activities both at the child minder's home and on outings in the wider community.

Our findings

Children can make choices and they are encouraged to express their views. We saw a child exploring activities in the outside play space, such as a dinosaur habitat in the Tuff tray and using a dinosaur book to compare the different types. Children had lots of challenging fun swinging on a rope (with a seat) safely strung from a tree branch or climbing on the large climbing frame and slides. Another child spent time at a bench playing with random 'loose parts' and natural, found objects, such as twigs, pine cones and conkers as well as pots and pans and play dough. Conversation and songs were implicit within play. Children's views are included in general conversation and annually with parental help in questionnaires. A child noted in their questionnaire that a favourite activity had been "*Collecting dreams*" - this was a Roald Dahl activity at Tredegar House when the child minder 'hid' cotton wool ball 'dreams' for children to find. They collected and labelled their dreams in jars, one child choosing to have 'eating crisps' on their label.

Children are very much 'at home'. We saw they were settled and relaxed in their care because the child minder knows them well and has developed good bonds of affection with them. Children received warm close attention and were frequently praised for their efforts.

Children enjoy each other's company in this service and we observed them learning to share and help others. We saw a child accepting a prompt to take turns, happily returning to their game once the other child moved on to play elsewhere. They also played separately, following their imagination and holding 'private conversations'.

Children are familiar with their surroundings and know where things are. They can be independent in their play in line with their individual stage of development. Children were encouraged to help tidy toys away at the change of an activity and saw they were confident to indicate if they wanted something. Younger children are given support to learn to manage their own personal needs. They are able to develop concentration skills in focused activities such as themed crafts with appropriate support from the child minder.

2. Care and Development

Excellent

Summary

The child minder uses her child care qualifications, experience caring for children and knowledge gained via additional training to inform her practice. She applies a professional but relaxed approach to her service, treats children with warmth and respect and has realistic expectations of them. The child minder is aware of how children in her care are developing and is able to plan for their individual needs effectively. She provides excellent activities that she knows the children will engage with, will stimulate their natural curiosity and promote their learning and development.

Our findings

Children benefit from the effective procedures the child minder uses to keep children safe and healthy. She is able to identify children at risk and has the confidence to follow appropriate safeguarding procedures. She renews the Disclosure and Barring Service Certificates for herself and her husband and maintains Paediatric First Aid training as necessary. She is registered with the local authority in terms of safe food provision. The child minder promotes a healthy life style although all food is provided by parents. Drinks of water were available to children at all times. Fire drills are practised regularly and are logged and smoke detector checks take place, although they are not recorded. Effective accident, incident and medication recording systems are all in place and the child minder was clear about what action to take in the event of an emergency. We saw best practice in place for providing personal care, although the nappy changing policy and procedure does not describe how a child's privacy and dignity is maintained.

The child minder is cheerful, clear and firm with children, explaining next steps as needed. She described her weekly routine which includes child-led free play opportunities and experiences at home or in the local community. She told us that outdoor play and learning is a priority in her service. Children take part in local Forest School activities each week as well as visits to the library and parent and toddler groups. Outings and activities are effectively planned to take account of children's sleeps and the school runs as well as their age and stage of development. The child minder shares information with parents about their children daily via a phone app. She records more formal observations of children's progress and development which are linked to the Foundation Phase Framework and uses them to plan for children's next steps in play and learning. She shares activities and learning outcomes with parents and child care professionals on a restricted social media page. These include outings to listen and dance to a band in the local park and having a turn at the drums; making frozen flowers, fire building with a Forest School; learning about the life cycle of butterflies and how mushrooms grow.

3. Environment

Excellent

Summary

The child minder maintains good systems and routines to ensure that her home is clean, safe, secure and child friendly. Children are given an excellent range of resources and experiences that challenge, support and enhance their learning and development. The child minder provides an environment in which children can learn, play and relax safely and takes steps to minimise risks to children, while enabling them to develop their independence.

Our findings

Children benefit from care in a clean and safe environment. The child minder carries out a daily visual risk assessment and good cleaning routines throughout the play space. These are in addition to formal recorded risk assessments of the premises. We were told that planned regular deep cleaning takes place. The front door was kept locked during the inspection and the garden access is kept secure. We saw the first aid kit and fire blanket available in the kitchen. We saw that effective risk assessments were in place for the premises and a general risk assessment for outings. Toilet and hand wash facilities are on the ground floor, which older children use independently. The child minder maintains relevant insurances and an annual gas safety certificate for her home. There are appropriate arrangements in place to maintain confidentiality within the service which is registered with the Information Commissioner's Office (ICO). Children have no access to the internet while in her care. All parental consents are in place for children who may attend community group sessions and any outings with the child minder.

The child minder's home is welcoming and furnished comfortably. The main play space is the garden, an open plan kitchen and dining area and the family living room for quiet times and babies' sleeps. The house is about to be extended, and a separate risk assessment is in place, although children are not likely to be present during the building work. Access to the garden is always accompanied. We found an excellent range of outdoor play opportunities surrounded by fruit trees which also provide shelter. The children had harvested plums which were in a crate ready for use in play. The child minder told us that she structures her service around outdoor activities, and is moving away from plastic based toys, encouraging children to share her passion for an ecologically conscious lifestyle. She provides a good range of high quality toys for indoor play which meet children's play and developmental needs such as wooden construction activities, books, small world, home corner and role play equipment. The Welsh language is introduced and used within some activities and books.

4. Leadership and Management

Good

Summary

The child minder runs her service so that it meets and mostly exceeds the National Minimum Standards for Regulated Child Care (NMS) and relevant regulations. She has several years' practical experience, holds a child care qualification and undertakes additional training opportunities to ensure that outcomes for children are positive. She reviews her service annually, including parents' and children's views in the process.

Our findings

The child minder is organised and keeps her paperwork in a clear and accessible system. Parents are given information to make a choice about using the service. We looked at the child minder's policies and procedures and noted the behaviour policy and procedure does not include a statement to say that CIW will be informed of any changes to it within 28 days; the safeguarding policy and procedure does not state action to take in the event of an allegation made while a child is at the service or refer to the relevant documents noted in NMS 20.2. The complaints procedure does not include action to take in the event of a concurrent investigation or a statement to say that parents whose child care is sponsored by the local authority can use the local authority's complaints procedure.

Children's outcomes are enhanced because the child minder takes a reflective approach to running her service, completing an annual review. As a result of this, she has developed her service to focus on caring for a maximum of three children at any time, always in the early year's range of under five years of age. She told us that this enables her to enjoy providing the best service she can. The child minder asks for contributions from parents and children, which are completed with parents' help. Parents' comments were all positive, such as their satisfaction with *"The level of attention, educational experience and the great attitude"*. Another parent recently wrote *"Naomi provides fantastic feedback via messages and photos during the day and always gives time at the end of the day for a chat. We know we can contact Naomi any time between regular days with queries."* We spoke to a parent who described the service as *"Absolutely fantastic"*. Children's transition to school and nursery is helped by attending school fetes and events, and introduction to relevant staff. The child minder told us she then uses books about starting school and discusses changes with children.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We made the following recommendations:

- ensure the safeguarding policy and procedure includes the action to take in the event of an allegation made while a child is at the service and refers to the documents noted in NMS 20.2;
- identify how a child's privacy and dignity is maintained while providing personal care in the nappy changing policy and procedure;
- include a statement in the behaviour management policy and procedure to say that CIW will be informed of any changes to it within 28 days;
- ensure the complaints procedure includes action to take in the event of a concurrent investigation and a statement to say that parents whose child care is sponsored by the local authority can use the local authority's complaints procedure; and
- record the monthly smoke detector checks.

6. How we undertook this inspection

This inspection was announced at very short notice and undertaken as part of our normal schedule of inspections. The inspector visited the service for approximately four hours. We gave feedback of our findings to the child minder at the end of the visit. There were two children under eight years of age present during the inspection. Evidence for the report was gathered using the following methodology:

- We looked at the range of paperwork the child minder keeps about her service - including policies and procedures, risk assessments, contracts, children's records, accident records and safety certificates;
- we observed the children interacting with the child minder and choosing their activities;
- we spoke with children and their parents; and
- we spoke with the child minder about how she runs her service and her plans for the future.

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

www.careinspectorate.wales

7. About the service

Type of care provided	Child Minder
Registered Person	Naomi Scott
Registered maximum number of places	10
Age range of children	Under twelve years
Opening hours	8.00 – 17.30 five days a week, including school holidays
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	13 November 2015
Dates of this inspection visit	18 July 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 is a service that 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 considers Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh language in social care'.
Additional Information: the child minder chooses to care only for children under the age of five years.	

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