



Childcare Inspection Report on

Joanne Lane

Cwmbran



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Description of the service

The child minder is registered with CIW (Care Inspectorate Wales) to provide home based childcare for up to eight children under 12 years of age. She operates her service from her home in a residential area on the outskirts of Cwmbran. Child minding takes place on the ground floor, with easy access for the children to an enclosed garden. This is a mainly English language service with some use of Welsh.

Summary of our findings

1. Overall assessment

Children are cared for by a well-qualified and very motivated child minder who promotes their well-being effectively. They receive warm and sensitive care and are able to build up very nurturing relationships with the child minder and her family. This helps them feel secure and settled, and confident to express their views and make their own decisions. They can enjoy a very good variety of interesting activities, both at the child minders home and in the community. These activities are carefully planned to promote their development across all areas of learning and many involve outdoor play. The service is managed very effectively. Comprehensive procedures are successfully implemented to ensure children are safe and their health is promoted. The child minder works closely with parents and children's teachers to ensure they are very well supported.

2. Improvements

- The child minder has developed her planning so that activities are provided which link to all areas of learning and each child's learning goals;
- children's diaries include an 'any other achievements' section, where any developmental achievements and milestones are noted;
- day trips are provided, particularly during school holidays;
- policies and procedures have been updated to reflect changes in legislation;
- training has been attended so the child minder is up to date with current practice and
- parent questionnaires encourage more informative responses on the quality of care.

3. Requirements and recommendations

We recommended the child minder develops her knowledge of Prevent Duty, which is Government legislation designed to protect children from the risk of radicalisation.

1. Well-being

Summary

Children enjoy their time with the child minder. They have formed very good relationships with the child minder, who knows them very well, and her family. They are made to feel welcome and at home and receive responsive and attentive care. This helps them feel secure and gives them the confidence to follow their own interests and express their views. They are able to enjoy an excellent variety of activities, which promote their development successfully.

Our findings

1.1 To what extent do children have a voice?

Children are able to express their views and make choices about what they do. Throughout the inspection children could choose their activities and the child minder facilitated their play. They could adapt their games in line with their wishes and the child minder happily followed their lead. At lunchtime children could talk with the child minder about what they would like to eat and choose their own colour cups and plates. Children moved around the downstairs confidently, choosing where to play and knew where to find the resources.

Children are listened to and their views are valued, which gives them confidence and promotes their self-esteem.

1.2 To what extent do children feel safe, happy and valued?

Children are very secure, settled and relaxed with the child minder. They have forged strong bonds of attachment with her and good relationships with her family. They are very happy in her care and approach her easily for cuddles and support. They enjoy lots of individual attention, natural conversation and positive interactions. They are able to talk with the child minder about their family and are confident that she knows them well. They have places to put their belongings, and toys are visible and easily accessible to them, which helps them feel at home and welcome at the child minders. They know, for example, which colour hand towel is theirs, which makes them feel special, as well as minimising the risk of cross infection. They are familiar with the routine for the day and understand what the child minder expects of them, which promotes their sense of security. Their individual needs are responded to promptly and they receive very supportive and unhurried care. Parents' responses in their questionnaires for the child minder show they are confident their child is happy. One parent wrote that their child misses the child minder when they are on holiday, drawing the child minder and insisting their family ring her!

Children are relaxed, confident and feel safe at the child minders.

1.3 To what extent do children enjoy their play and learning?

Children enjoy an excellent variety of activities at the child minder's home and out and about. For example, each week they attend a local Forest School, rhyme time at the nearby library, soft play and visits to the boating lake. At the child minder's home they can enjoy a variety of games, cooking, arts and crafts, role play and activities in the garden such as 'camping!' During our visit, they had fun drawing their family, playing memory games, role play and number activities. They were engaged in their play and laughed along with the child minder. One child wrote in their questionnaire, "*I like it when I go to [the child minders] because it's very fun and playful and funny and I like [the child minder].*"

Children enjoy their learning through a good range of age appropriate play opportunities.

1.4 How well do children develop, learn and become independent?

Children's all round development is promoted. They are very confident and keen to follow their interests. Their individual needs and developmental requirements are very well understood by the child minder. This means they are able to enjoy relevant, interesting and age appropriate activities which help them learn through their play. They are encouraged to develop their independence through activities appropriate to their age and stage of development but well supported if they need it. For example, they are learning to dress themselves ready for nursery school and manage their personal needs by themselves, confident the child minder is on hand to assist them. They are able to develop their social skills through their very positive interactions with the child minder, her family and each other, as well as other minded children with whom they meet up with regularly. One parent said their child started nursery "very ready" and they are confident the child minder played a big part in this.

Children are able to enjoy a wide range of well-planned and varied activities, which help develop their skills and independence successfully.

2. Care and Development

Summary

The child minder gives very nurturing, attentive and warm care. She knows the children very well and provides an excellent range of activities that promote their sense of fun, engage their interests and help them develop. She promotes a healthy lifestyle, with lots of outdoor play, and implements effective systems to keep them safe.

Our findings

2.1 How well does the child minder keep children safe and healthy?

The child minder promotes children's safety and health. She understands her role and responsibilities in relation to safeguarding children because she has attended suitable training and is clear regarding the process to follow if she has any concerns about a child's welfare. She had some knowledge about Prevent Duty, which is Government legislation designed to protect children from the risk of radicalisation, and agreed to read further on the subject to extend her knowledge, so she is confident in her role in protecting children who may be at risk.

The child minder understands how to protect children's health in relation to good hygiene practices; she has attended training in food hygiene, follows the appropriate guidance in relation to food safety, and supports the children to wash their hands at appropriate times. The child minder encourages those children who have breakfast with her to clean their teeth to promote their understanding of the importance of dental hygiene. She provides a variety of snacks, drinks and meals for the children and ensures these are balanced and healthy. Parents said their children are happy with the meals provided; they *"love all the pasta and like pizza Friday the best"*. She seeks information about children's health and dietary needs, and maintains records of the allergens in the food provided to ensure children's health is protected.

The child minder is aware of the appropriate procedures for administering medication and suitable forms to record medication are provided. Paediatric first aid is up to date so the child minder can respond appropriately to minor accidents.

Children have easy access to an enclosed back garden and the child minder ensures they are able to enjoy this space, particularly during the better weather. The child minder takes children on regular walks and trips to a local Forest School, and ensures there is appropriate wet weather clothing at her home, so they can enjoy the outdoors even in inclement weather. Parents' comments show they appreciate the amount of time their children are able to enjoy the outdoors.

Fire drills are discussed and practised with the children regularly, so the children know what to do in an emergency.

The child minder takes effective steps to ensure the safety and health of the children.

2.2 How well does the child minder manage interactions?

The child minder implements positive strategies to help children manage their behaviour in line with her behaviour management policy. She is calm and patient with the children. She listens to them and allows them time to express their feelings and views, whilst giving clear directions about what children should do rather than not do. Strategies such as praise, encouragement and giving children good choices and lots of individual attention are used to promote children's self-esteem. The child minder celebrates children's achievements with their teachers and then reminds them of the praise their teachers gave them. The atmosphere is happy and relaxed.

The child minder successfully promotes children's self-esteem and enables them to develop their social skills and self-regulation.

2.3 How well does the child minder promote children's play, learning and development, and meet their individual needs?

The child minder plans and provides a very good variety of interesting activities and gives very supportive care to promote children's development. She uses her training and knowledge of child development to observe and assess children's play and plan activities which will provide suitable challenges and promote the next steps in their learning. These activities incorporate all the areas of learning to ensure children have a wide range of experiences and develop their skills across the key areas. Many of the activities build on the children's love of the outdoors and allow them opportunities to develop their social skills. The child minder works closely with the children's families so she can provide very nurturing and understanding care. She shares the children's experiences with their parents so they can see clearly how their children are developing. She follows the children's lead and ideas, and gives close individual attention, chatting naturally with them using appropriate language to help them develop their learning. Parents' commented on the "*brilliant*" activities, and how the child minder has helped promote their child's development.

The child minder successfully promotes children's development and has the skills and knowledge to meet their individual needs.

3. Environment

Summary

Children benefit from a welcoming, child centred environment, and the layout of the child minder's home encourages their independence. There is an appropriate range of good quality play resources, which meet their interests and promote their development. The child minder implements good procedures to ensure her home is safe and well maintained.

Our findings

3.1 How well does the child minder ensure the safety of the environment?

The child minder ensures children are cared for in a safe and secure environment. She has identified hazards and there are written risk assessments for the home, garden and out and about. There are appropriate safety measures in place to mitigate risks, in line with the ages and numbers of the children attending. For example, a stair gate is placed across the stairs when younger children attend and the hearth is protected with cushions if required. There are records of general maintenance being carried out, including the gas boiler check, which show the house is safe and well-maintained.

The child minder implements suitable measures to ensure her home is safe.

3.2 How well do leaders ensure the suitability of the environment?

The child minder ensures her home is a child friendly, clean and welcoming space for children. Child minding takes place on the ground floor and children can choose to play throughout the downstairs, in the living room, kitchen and bright conservatory. There are sofas for children to relax, a kitchen table where they can enjoy games, crafts and meals together, and plenty of floor space. Their toys are within their reach and well set out so they can easily find the resources they wish to play with. The washroom is downstairs so children can access this independently. There is easy access to the back garden and resources are stored in the playhouse, so are easily accessible to them.

The environment is child centred, homely and promotes children's independence.

3.3 How well does the child minder ensure the quality of resources and equipment?

The child minder ensures that children have access to a good range of appropriate resources and equipment that are of high quality, suitable to their age and stage of development and meet their interests. There is a suitable range of books, some of which promote a diverse and multicultural society that the children can easily help themselves to. These are varied regularly, as children choose new books from the library each week. The toys and resources promote children's learning, imagination

and sense of fun. The bathroom is suitably equipped with steps and toilet seats to meet children's different needs and preferences. Suitable equipment is used to walk with children safely and the child minder is aware of the requirements around car seats. Parents' comments show they feel the toys and resources help their child's development.

The child minder provides good quality resources, which meet the varying needs and interests of the children.

4. Leadership and Management

Summary

Parents and children benefit from an extremely well run and effectively managed setting. The child minder is well qualified, motivated and keen to provide a service that allows children to thrive. Paperwork is very effectively organised and parents can be clear about how the service operates. The child minder implements exceptionally informative ways of ensuring parents are kept very well informed about their child's progress, achievements and daily activities.

Our findings

4.1 How effective is leadership?

The child minder's service is compliant with the regulations and in many areas, exceeds the National Minimum Standards for Regulated Childcare for children up to the age of 12 years (NMS). The Statement of Purpose is very comprehensive and together with policies and procedures gives a detailed picture of how the service operates. Parents receive copies of all these documents in the form of a parent pack together with a covering letter explaining more about how the service operates and what to expect. There is a parent file, which allows them to view documents such as the child minder's training, insurance details and the most recent CIW inspection report easily. We discussed revising the complaint procedure to include information for parents about how concerns subject to concurrent investigation are managed, and including reference to Prevent Duty, which is the Government's legislation designed to protect children from radical and extremist views, in the safeguarding policy. The behaviour management policy did not make clear to parents how bullying would be dealt with. These amendments were made immediately following the inspection. Contracts are discussed and shared with parents and very clearly set out the expectations of both parties, and permissions are sought for activities such as taking photographs, seeking emergency medical treatment and making observations of their children's activities. The confidentiality policy has been updated and shared with parents to take account of the new General Data Protection Regulations. There are written plans to develop the service and ensure for example, mandatory training and Disclosure and Barring Service (DBS) checks are undertaken at the appropriate time. All required records are maintained in line with the NMS.

The service is very well organised and managed very effectively.

4.2 How effective is self evaluation and planning for improvement?

The child minder is keen to provide a very good, reliable service. She undertakes annual reviews of the quality of her service, which show changes that have been made to improve the service and outcomes for children. For example, the child minder now ensures children have more time to get ready for nursery to encourage their

independence. Following each review a detailed action plan is drawn up which shows the specific areas to be addressed and includes information about how these will be actioned, why they are being implemented, with time frames showing when they will be achieved by. The child minder regularly reviews her policies, procedures and documentation and makes improvements in order to develop her practice and provide clear information for parents. She undertakes training regularly to develop her knowledge; for example, her action plan shows she will be updating her food hygiene training shortly. Questionnaires are made available to parents and children which the child minder has re-designed recently to encourage more informative responses from parents about their views of the quality of the care provided; the most recent report states "*all of the responses were extremely positive*" and showed that parents feel their children "*love coming... and are very happy ..*" The child minder is keen to respond to any suggestions made by parents. In a previous review, the child minder reflected how parents had asked if their children could go on more trips. The child minder showed in the report that she had fully considered this suggestion and now plans trips out, particularly in the holidays when there is more time available.

The child minder has very robust review methods and action plans in place so that improvements are implemented effectively to ensure she continues to provide a very good service.

4.3 How effective is the management of practitioners, staff and other resources?

The child minder is very well qualified and has a number of years' experience working with young children. Registers show that she operates within the conditions of her registration. This allows her to care for a maximum of eight children. There are good contingency plans in place in the event of an emergency, which are shared with parents, and effective systems are in place to give parents ample notice of plans such as annual leave. She works closely with parents so she can meet their changing childcare needs where possible and provide a flexible service. Parents' comments received by the child minder show they appreciate how "*reliable*" and "*accommodating*" the service is. The child minder and her husband have current Disclosure and Barring Service (DBS) checks to confirm their suitability.

The child minder has effective systems in place to ensure a safe, flexible and reliable service to parents.

4.4 How effective are partnerships?

The child minder works very closely with parents and the children's teachers to promote each child's well-being. Parents' comments show they find the child minder very "*approachable*", "*friendly*" and "*helpful*". She operates a settling in procedure to ensure that children settle at their own pace. Each child's needs, likes and dislikes are understood before they start at the service and records of each child's personal

details, such as health needs and allergies are kept so the appropriate care may be given. A number of different ways of communicating with parents are used so they can be clear about their child's day and how they are developing, including excellent regular development diaries, which clearly document, through photographs and commentary, what the children have enjoyed and their achievements. The child minder plans to add the children's identified next steps to these diaries so parents can see how she plans to help them develop. Parents' comments received by the child minder show they appreciate having these. One parent said: *"I love the diary, full and informative. I love the pictures and details not only on achievements but my child's character."* Another said how much they *"love"* them, and *"send copies to both sets of grandparents too!"* The child minder had built good relationships with the children's teachers so she knows what they are learning in school and can continue to support them when they are with her.

There are excellent communication systems in place with parents and the child minder understands the importance of working in close partnership with them and the children's teachers to promote children's well-being and development.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- The child minder should extend her knowledge of Prevent Duty in order to be confident of her role in supporting those at risk.

6. How we undertook this inspection

This was a full inspection looking at all aspects of the service, undertaken as part of our normal schedule of inspections. We used the following methods to gather evidence for this report:

- We looked at what we already knew about the service;
- the inspection was carried out by one inspector on one day;
- we observed activities and interactions between the child minder and children present;
- we looked at a range of records and documents including contracts, the statement of purpose, children's records and daily diaries, records of attendance and policies and procedures;
- we viewed the parts of the premises used for child minding and looked at the safety measures in place;
- we spoke with the child minder about how she ran the service and her plans for the future and
- our findings were fed back to the child minder following 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	Joanne Lane
Registered maximum number of places	8
Age range of children	Birth to 12 years
Opening hours	8am to 6pm, Monday to Friday, but is flexible
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	11 May 2015
Dates of this inspection visit	19 November 2018
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 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 <i>More 'Than Just Words follow on strategic guidance for Welsh language in social care'</i> .
Additional Information: None	