



# Childcare Inspection Report on

**Anne Walden**

**Newport**



**Date Inspection Completed**

28/06/2019

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<b>Ratings</b>	<b>What the ratings mean</b>
<b>Excellent</b>	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
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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 operates her service from her home in Newport, where she resides with her partner. She is registered to care for ten children under 12 years at any one time. Child minding is offered Monday to Friday between 8:00am and 6:00pm throughout the year. Children have access to the ground floor areas of the home. Care is provided through the medium of English, with the use of incidental Welsh. During our inspection visit there were six minded children present aged under twelve years.

## Summary

Theme	Rating
<a href="#">Well-being</a>	Good
<a href="#">Care and Development</a>	Good
<a href="#">Environment</a>	Good
<a href="#">Leadership and Management</a>	Good

### 1. Overall assessment

Children are very happy attending this service and they have formed close bonds with the child minder and each other. The child minder is attentive to their needs and provides them with varied experiences to promote their all-round development. The environment is homely and well-resourced to care for the age range of children. Risk assessments are in place to maintain high safety standards. There are many areas of good practice, because the child minder has effective processes and paperwork in place to help her to organise her business.

### 2. Improvements

No areas of non-compliance were identified at the child minder's previous inspection. The two recommendations that were raised have been met. These relate to maintaining records of children's existing injuries and completing an audit of the play resources.

### 3. Requirements and recommendations

At this inspection we made recommendations for the child minder to include more detail in some of her policies. These are highlighted in further detail at the end of this report.

## **1. Well-being**

**Good**

### **Summary**

Children clearly feel at home in their environment and they cope well with separation, because transitions are smooth to enable them to settle. They make choices and decisions about what affects them and communicate their needs confidently. They are happy and actively engaged in activities, and provided with a good range of opportunities to reach their full potential. They are learning to manage their own behaviour to support their interactions, which are consistently positive. They have good levels of independence, as expected for their ages and stages of development.

### **Our findings**

Children are listened to, respected and asked for their ideas and contributions. They select toys and activities that they want to play with and their opinions are valued. Choice is central to their play and learning, as the ethos of the service enables them to direct what they would like to do. We observed them building puzzles, playing card games and playing with small world toys. There are plenty of resources for the full age range of children in attendance and stored in low level storage for them to easily access.

They have good levels of independence, as expected for their age and stage of development. We saw children help themselves to what they wanted to use, wash their hands at appropriate times, access the toilet facilities, put their own shoes on and help themselves to drinks. They appeared settled and relaxed during their play, indicating that they are at home in their surroundings. They moved freely on the ground floor areas, alternating between playing in the conservatory/play room and kitchen. They confidently approached the child minder to express their needs. When a child sat on the child minder's lap seeking comfort, they received responsive care being rocked back and forth soothingly, with comforting conversation. When a child chose to build a jigsaw they received support and encouragement to fit the pieces together, whilst learning about various colours and counting in sequences, in both English and Welsh. The children told us that they enjoy attending and talked to us about what they liked to play with, including spending time with friends that they have made. It was clear that they have formed positive attachments with each other and the child minder. We saw them playing co-operatively with one another with no disputes. There were no incidents requiring the child minder to intervene in their play, indicating that the boundaries within the setting are well established. We observed the children playing alongside one another and at other times together. The older children helped the younger children, demonstrating a maturity for taking on greater responsibility in line with their age. They spoke about enjoying the scope to play role play games that they wouldn't usually do within their own age group, reflecting the reciprocal benefits. There was a playful atmosphere with the children in harmony with one another.

## **2. Care and Development**

**Good**

## **Summary**

The child minder has a natural approach to providing children with safe and nurturing care. She supports children in their day to day activities and plans a variety of things for them to do in different contexts. Progress records are maintained appropriately, identifying children's development and next steps. The child minder has a skilled approach and has established positive boundaries with the children.

## **Our findings**

Children's needs are promoted well within this service. The child minder has a good range of policies and procedures in place to promote children's health and wellbeing. She provides fresh drinking water that is readily accessible to the children, in spout flasks and cups, dependent on their age. We noted that although the drinks were positioned for them to help themselves, the child minder also reminded them to take regular sips to keep them hydrated, given the hot weather at the time of the inspection. Healthy snacks are provided including plenty of fresh fruit. The child minder has the knowledge and skills to meet children's needs and has undertaken relevant training to keep children safe and healthy, including safeguarding training, paediatric first aid and food hygiene training. The child minder understands her role and responsibility in keeping children safe. A comprehensive safeguarding policy is in place, including details of the 'Prevent' duty, which is a government strategy to help protect children from extremism. Fire drills are practised regularly and logged appropriately. A child confidently described to us the procedure for evacuating the building. We viewed the child minder's accident, incident and medication records and noted that they are appropriately recorded and monitored. However, the accident record would benefit from a body diagram highlighting injury locations. The child minder has a gentle manner and we saw her guide the younger children for safety reasons. For example, when a child stepped on a toy drum she explained the risks and they responded appropriately.

The child minder interacts well with children in her care. She gives positive feedback, encouragement and praise and creates an atmosphere that is calm and nurturing. Her positive strategies are reflected in the detailed behaviour management policy.

The child minder promotes children's play and learning outcomes well. She plans for and provides a good range of activities for all the children in her care at home and within the community. Children are included in their learning, as they select activities and resources that they enjoy. The child minder has a good understanding of the Foundation Phase and she records children's progress in relation to it appropriately. She completes tracker sheets identifying children's attainments and termly targets, which helps her to plan for their future learning needs. She also completes end of year reports to share with parents. The assessment records are working documents that are kept up to date, as we saw the child

minder adding assessment notes to one of the children's records. She discussed the children's next steps for progression in detail; with a high level of knowledge for how best to support them. We heard frequent use of incidental Welsh spoken with the children. The child minder also has a good supply of Welsh books, games and Welsh media displayed on the walls created by the children, such as Welsh phrase of the week, to further children's exposure to the language.

### **3. Environment**

**Good**

## **Summary**

The child minder's home is welcoming and well-resourced with equipment and furniture to enable children to play, learn and relax. Children are cared for in a home which is clean, stimulating and safe.

## **Our findings**

The child minder has good measures and procedures in place to maintain the environment to safe standards. Public liability insurance has been obtained and is not due for renewal until 31 December 2019. Robust written risk assessments identify hazards and actions for all areas of the home, garden and outings. Daily visual checks are also made to all areas used, to ensure they are safe for minded children. Safety equipment is in place to protect children, and includes a stair gate, fire blanket secured to the kitchen wall and smoke alarms. Annual safety checks are completed on all gas appliances, with the last certificate dated 5 February 2019, ensuring that they are all safe to use.

The child minder provides a suitable environment for children. The home is free from clutter and provides spacious areas for the number of children and age ranges cared for, so that all the children can play and relax. The home and garden are clean, secure and welcoming. Rooms are tidy, well decorated, bright and airy. Children have full use of the ground floor. The conservatory is setup as the main play space, with organised resources for children to independently access. The kitchen area has a dining table for children to enjoy gathering sociably together for meals, snacks, crafts and table top games. A separate living room is available if the children want to disperse, with sofas for relaxing on. There is a secure garden providing privacy for the children to enjoy outdoor play, setup with physical toys and equipment. Furthermore, there is a carport enclosed with gates for children to enjoy all weather play, giving them the benefit of fresh air and exercise in inclement weather. We noted that the child minder supervises the children whilst providing them with an appropriate degree of freedom to enjoy their environment safely.

The child minder has a large supply of resources to promote children's development and keep them engaged and stimulated, stored in a well-stocked cupboard. The variety includes resources such as dolls, books, puzzles, games and role play clothes, to promote children's cultural awareness. They are rotated according to the children's interests. The resources and equipment we saw were all clean and in good working order.

## **4. Leadership and Management**

**Good**



## **Summary**

The child minder has good processes in place to help her to manage her business. She keeps full and up to date records and annually reviews her service to identify improvements.

## **Our findings**

Leadership of the service is effective. The child minder meets the Child Minding and Day Care Regulations for running a child care service. Detailed records are completed and all required policies and procedures are in place, and are signed and dated on an annual basis to evidence their continual review. We noted minor amendments needed, as there was no complaints policy for children over eight years and the uncollected child policy did not include a timeframe before making contact with the local authority. We viewed the statement of purpose and saw that it covered all aspects of the changes to the regulations and how the business operates. Children's attendance times are accurately recorded. We viewed Disclosure and Barring Service checks (DBS) and found that they were in place for the child minder and all household members over the age of 16 years. The child minder completes all mandatory training to keep up to date with skills and knowledge and her certificates were available for inspection.

Good systems are in place to monitor and evaluate the quality of the service. There was evidence of questionnaires completed by parents and children, demonstrating that the process for reviewing the service had taken place. Children's feedback was positive and included comments about enjoying the activities, resources and snacks on offer, as well as meeting up with their friends. Parents comments included, "...couldn't ask for a better child minder who is so helpful, friendly, loving and knows my child. Someone who is willing to go out of their way when needed, amazing person", "Absolutely amazing service from [child minder]. [child] is so happy there ...", and "[child] settled in so well with [child minder]. We viewed the child minder's quality of care report and found that she had identified areas for improvement from her review, which she had already actioned. For example, she has fitted an extra safety lock to the front external door. An appropriate complaints procedure was in place and since the last inspection no complaints regarding the service had been received. Partnerships with parents are strong. The child minder meets with them prior to children starting, to help her to collect important information regarding their needs, and to ensure that there is clarity about the service provided. Together, fully comprehensive contracts and child record forms are completed, including all of the relevant detail and expectations of both parties. The child minder offers flexible settling in sessions according to parents and children's requirements. We had the opportunity to speak with four parents and they all expressed high levels of satisfaction with the service. They specifically highlighted the good levels of communication, flexibility and the child minder's insightful knowledge of their children's needs, supporting them to make good progress.

**5. Improvements required and recommended following this inspection**

## **5.1 Areas of non-compliance from previous inspections**

None

## **5.2 Recommendations for improvement**

In order to develop the service further and improve outcomes for children, we discussed the following matters with the child minder:

- ensure that there is a complaint policy in place for children over the age of eight years;
- expand the uncollected child policy to include the time from for contacting the local authority; and
- include a body diagram on the accident records.

## 6. How we undertook this inspection

This was a scheduled inspection as part of our normal programme of inspections. One inspector undertook one visit to the service and spent time with the child minder and six children in her care.

We used the following methods to gather evidence for this report:

- We reviewed all information held by CIW prior to our visit;
- we viewed all parts of the premises being used for child minding purposes,
- we observed the child minder's interactions with the children present;
- we spoke with children and their parents about their experiences using the service;
- we spoke with the child minder about how she operates her business;
- we examined a range of documentation, including, policies and procedures, risk assessments, contracts, accident, incident and medication records, attendance records, safety certificates and training certificates; and
- our findings were fed back 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](http://www.careinspectorate.wales)

## 7. About the service

Type of care provided	Child Minder
Registered Person	Anne Walden
Registered maximum number of places	10
Age range of children	0-12 years
Opening hours	Monday to Friday 8:00am-6:00pm throughout the year
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	3 January 2017
Dates of this inspection visit(s)	28 June 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 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 through the medium of Welsh. We recommend that the service provider considers Welsh Government's ' <i>More Than Just Words</i> ' follow on strategic guidance for Welsh language in social care'.
Additional Information:	

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