



# Childcare Inspection Report on

**Caroline Pimm**

**Cwmbran**



**Date Inspection Completed**

**15/05/2019**

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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 is registered with CIW (Care Inspectorate Wales) to provide home based child care for up to ten children under 12 years of age. She operates her service from her home in a cul de sac in a quiet residential area of Cwmbran. Child minding takes place on the ground floor of the home, with easy access for the children to an enclosed back garden for outdoor play. This is a mainly English language service with some use of Welsh to help promote children's learning.

## Summary

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

### 1. Overall assessment

Children are very relaxed, secure and 'at home' at the child minders. They are confident to express their views and make their own decisions about their play. They have formed very close and affectionate relationships with the child minder. The child minder is very well-qualified and actively seeks out further training. She provides very attentive and responsive care, and plans a very good range of activities in line with the children's interests which will promote their development. She promotes children's health and welfare effectively. The child minder's home is safe and comfortable, with an excellent range of high-quality resources to enhance children's learning. The service is well run, and the child minder works closely with parents to promote their children's well-being.

### 2. Improvements

The child minder has continued to access a variety of training courses to extend her professional knowledge, and has recently completed the level 5 in child care, learning and development. She has continued to review and improve play resources.

### 3. Requirements and recommendations

There were no non-compliance issues identified at this inspection. We made two recommendations following the inspection which are discussed in body of the report and outlined in section five.

## 1. Well-being

Excellent

### Our findings

Children express themselves well and make their own choices about what they would like to do. For example, whether to play indoors or out in the garden, and what they are going to play with after their sleep. They approach the child minder confidently for extra cuddles and support, and are happy to sometimes direct their own play or to ask her to join in with their activity.

Children have developed very secure relationships with the child minder and are clearly relaxed and at home in her care. They enjoy choosing their own blanket to go to sleep with, know where to put their shoes and like looking at the photographs of their family members displayed. They move around the rooms used for minding confidently and are excited to take part in the activities provided.

Children cooperate very well with the child minder and respond well to praise for their efforts. For example, they are happy to wash their hands at appropriate times and put their own hats on to protect them from the sun. They enjoy social occasions such as meal times with the child minder, and often say 'thank you' unprompted.

Children really enjoy their time at the child minders. For example, they were very excited to go out in the garden and explore. They spend appropriate lengths of time on activities that capture their imagination and interest such as using the role play DIY kit, mark making and lining up their soft toys. They gain a sense of achievement from what they do. For example, they were proud of the enclosure they had built for their animals. They like to talk to the child minder about what they are doing, and there was lots of giggling and smiling.

Children practise their self-help skills successfully. For example, they manage their own meals and drinks very well, and are learning how to wash their hands and clean their teeth. They are motivated to follow their own interests, and are learning to look after their environment by watering their sunflowers.

## 2. Care and Development

Excellent

### Our findings

The child minder places a very high priority on children's health. She has attended a very good range of training courses such as food and nutrition, cooking and food safety, asthma and food allergies. She follows very good hygiene procedures, having reviewed them using the Public Health Wales infection control audit tool. To improve practice, we recommended this tool is used annually.

The child minder encourages children to learn about the importance of a healthy lifestyle. For example she encourages them to wash their hands and acts as a good role model, showing them the appropriate technique. She promotes their oral health well, and each child has their own box with their photograph, brush, toothpaste and mirror. The child minder promotes children's opportunities to enjoy physical activities, for example playing in the garden or at the local park. She provides healthy meals and snacks, and is currently undertaking the Torfaen Healthy Snack Award. She encourages children to drink regularly, and is aware of their specific dietary needs and allergies. However, allergens in the food provided are not recorded.

The child minder is confident of the correct procedures to follow if she has any concerns about a child's welfare and attends relevant training regularly.

The child minder uses very positive strategies to promote children's behaviour. She has a very calm and gentle manner with children and creates a happy and relaxed environment. She offers clear explanations so children understand what is expected of them. For example, why they need to wash their hands before they eat. The child minder praises children for specific activities such as helping to tidy up. She acts as a good role model by for example helping them to tidy up and sitting with them for their meals. She promotes children's sense of self-esteem effectively by involving them in decisions about what they would like to do, and allowing them to help with tasks such as putting up the sign on the front door to show they are in the garden. The child minder ensures the activities meet the children's interests so they are involved in their play.

The child minder knows the children very well and understand their needs, abilities and individual preferences. She uses routines very well to promote children's language development and learning, such as counting their sleeves when they roll them up at the sink, and singing their 'tidy up' song with them when they are putting the toys away. She regularly helps children learn about feelings, and makes good use of questioning to extend their understanding. She uses her observations and detailed assessments to help plan a good range of activities which meet their interests and promote the next steps in their learning. The child minder is currently working towards documenting these plans and next steps with support from Flying Start. She is continually developing her practice by attending

relevant courses in areas such as child development, planning, social and emotional needs and physical literacy.

The child minder uses simple Welsh words to help promote children's understanding of the Welsh language, and celebrates festivals such as Chinese New Year to promote children's appreciation of other religions and cultures. She provides exceptionally nurturing and sensitive care. For example, she follows the children's routines, and cuddles them until they have fallen off to sleep.

### **3. Environment**

**Good**

#### **Our findings**

The child minder ensures her home provides a safe and secure environment for children. The written risk assessments show hazards are identified and appropriate measures put in place to mitigate risks. For example, the front door is locked and the kitchen is kept free of hazards. Records show the home is well maintained. For example, the gas boiler is serviced annually and smoke alarms are checked regularly.

The child minder's home is comfortable and welcoming. Children can move freely between the rooms used for minding, and choose where they want to play. Resources are kept in clear, labelled boxes in a dedicated toy storage area which children can generally access by themselves. Unfortunately due to lack of space, some resources are stored out of children's reach. However, the child minder said she regularly rotates them to help children have access to the variety provided. There is easy access to the enclosed, level back garden which provides a spacious area with different surfaces for children to enjoy a variety of activities such as wheeled toys, mark making and water play. Children can access the downstairs washroom which helps promote their sense of independence. However, as there is no sink in this room, younger children need support to wash their hands in the kitchen. Children's work and pictures of their family are displayed which helps the children feel valued and gives them a sense of belonging. The child minder works closely with the local authority Flying Start team to ensure her home provides a child centered environment which is continually improving to best meet children's needs.

The child minder invests in very good quality resources and equipment which meet the interests of the children and are suitable to their age and stage of development. These are reviewed regularly and new ones provided to extend children's play opportunities. For example, this year the child minder has provided hoola hoops, sand and a circus tent to enhance children's outdoor play. She ensures children have access to natural and recycled resources such as stones and kitchen rolls which help promote their imaginative play. The play resources and books help children appreciate a diverse and a multicultural society. All resources are cleaned regularly to ensure they are safe and in good condition. The equipment provided supports children's needs and promotes their safety, such as car seats.



## 4. Leadership and Management

Good

### Our findings

The child minder strives to provide a very good quality service and to ensure it is continually improving. She actively seeks out training to develop her knowledge and skills, and works closely with the local authority Flying Start team to provide care which in many areas exceeds National Minimum Standards, and focuses on promoting children's well-being. This year, for example, the child minder has completed training in oral health and the level 5 in child care, learning and development. Overall, the statement of purpose and parent handbook, which contains relevant policies and procedures, gives a very clear picture of what the service provides. However, the complaint procedure required some additional information so parents can be clear how CIW deal with concerns, and the behaviour management policy did not outline the positive strategies used. This was addressed following the inspection. Suitable contracts are discussed and shared with parents, and the appropriate permissions are sought for activities such as taking photographs and seeking emergency medical treatment. Records are well organised and maintained.

The child minder has good self-evaluation processes in place which focus on what is working well and plans for improvement, including detailed personal development plans. She seeks the views of parents and children, and these are included in the annual report and future plans to show their views are influencing the development of the service. The child minder values the advice of the local authority, and uses schemes to assess the quality of the environment to make ongoing improvements to the service.

The child minder works closely with parents which supports children's well-being. She offers flexible settling in sessions so she can understand the children and their preferences well, and the children can get to know her in their own time. She shares information about younger children's experiences and child care routines with parents both verbally and through detailed daily diaries. These are valued by parents. The child minder works with local schools and nurseries to support children. For example, she has attended training recently so she can help school-age children use a digital learning platform which allows them to access information from any internet-enabled device.

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

### **5.1 Areas of non-compliance from this inspection**

None

### **5.2 Recommendations for improvement**

- Record allergens in the food provided, and
- use the infection control audit tool annually.

## 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 and took place over one day;
- we observed activities and interactions between the child minder and the children present;
- we looked at a range of records and documents including contracts, the statement of purpose, children's records, records of attendance and policies and procedures;
- we viewed the parts of the premises used for child minding, looked at risk assessments and took account of the safety measures in place;
- we took account of the comments made in parent and children questionnaires provided for the child minder, and in the parent questionnaire provided for CIW,
- we spoke with the child minder about how she ran her service and her plans for the future.

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	Caroline Pimm
Registered maximum number of places	10
Age range of children	Birth up to 12 years
Opening hours	8am to 5pm, weekdays
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	27 July 2015
Dates of this inspection visit	15 May 2019
Is this a Flying Start service?	Yes
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	

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