



Childcare Inspection Report on

Bethany Shirley

Ebbw Vale



Date Inspection Completed

13/01/2020

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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 is registered to provide home based child care for up to six children under 12 years. She operates her service from her home in Ebbw Vale. Child minding takes place on the ground floor of the home. This is a mainly English language service with some use of Welsh to help promote children's learning.

Summary

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

1. Overall assessment

The child minder is motivated to provide a high quality service. Children are relaxed and feel secure. Their needs and well-being are central to this setting and they have formed very warm relationships with the child minder. She provides very attentive and responsive care, and promotes their development through an excellent range of activities in line with the children's interests. Children benefit from a safe, very child-centred and comfortable environment, with a very good range of high-quality resources to enhance children's learning and encourage them to make independent choices. The child minder promotes children's health and welfare successfully. She manages her service very well, and is keen to implement improvements to secure positive outcomes for children.

2. Improvements

The child minder has made a number of improvements to her service since the previous inspection. She has:

- Begun to adopt new approaches to child care to promote children's curiosity;
- provided new resources including a "tent", natural and wooden resources;
- provided new car seats;
- is taking part in a scheme with the local authority to help develop the service;
- undertaken a number of training courses to develop her professional knowledge and practice;
- provided a new GDPR policy and updated a number of other policies;

- devised a new cleaning schedule record to ensure resources are cleaned systematically;
- developed systems to monitor children's progress further, and
- undertaken an audit of infection control measures in place using the Public Health Wales' guidance on Infection Prevention and Control for Childcare Settings.

3. Requirements and recommendations

There were no areas of non-compliance identified at this inspection. We made a few recommendations to provide additional information within some of the policies and share the quality of care review report and plans to develop the service with parents. Nearly all of these recommendations were addressed during the course of the inspection.

1. Well-being

Summary

Children's well-being is at the centre of this service. They make very good choices and are confident to express their needs and views. They are motivated to follow their interests and enjoy an excellent range of activities. They feel secure, valued and very comfortable with the child minder.

Our findings

Children have a strong voice. They make very good choices about their play and activities and can easily find the resources they wish to play with. Older children enjoy planning their activities with the child minder and talk with her about what they would like to do; younger children express their needs and wishes successfully. Children enjoy excellent support from the child minder to help them follow their interests.

Children are very relaxed and comfortable with the child minder. They have developed a close relationship with her. One parent commented in their questionnaire for the child minder: *"[Our child] talks very highly about [the child minder]."* They approach her easily for extra support, and appreciate lots of individual attention, cuddles and smiles. They enjoy their interactions with the child minder's own child and benefit from the warm, calm atmosphere. Younger children fall asleep easily in the child minder's arms, which shows they feel very secure. The playroom is child friendly with their artwork displayed and is very well organised with lots of good quality play resources. This helps them feel welcome and gives them a sense of value and belonging. Parents commented in their questionnaires for the child minder: *"[My children] are very settled"*, and *"We never worry about [our children] when they are with you and they are both so happy!"*

Children enjoy their play experiences and are curious learners. For example, they were very involved in their sensory play with fake snow, often returning to the activity during the afternoon. They laughed and smiled as they helped build up and knock down the sensory light blocks and joined in with the actions to their favourite songs. Children enjoy a good range of outings to extend their learning. One parent said in their feedback to the child minder: *"[Our child] often talks about the 'BIG' trip you went on to the Gruffalo trail."*

Children are developing and gaining in confidence. They benefit from the well-planned activities and excellent opportunities, and the child minders in depth knowledge of their stage of development and care needs. One parent commented, *"[their children] are flourishing and becoming well-rounded individuals. We attribute this to the wide range of activities the child minder does with them and places you take them to"*. With excellent

support and encouragement from the child minder, they are developing their independence and self-help skills. For example, they use the bathroom to manage their own personal needs in line with their age and stage of development, and they manage their own food and drinks very well.

2. Care and Development

Summary

The child minder knows the children very well and provides exceptionally nurturing and responsive care. She supports their play effectively through a very good range of activities, which allow them to follow their interests and develop their skills. She promotes children's health, well-being and welfare successfully.

Our findings

The child minder actively promotes children's health. For example, she encourages children to learn about the importance of washing their hands and helps them learn about healthy foods and drinks. The child minder also supports parents with providing healthy lunch boxes for their children. She treats children with respect. For example, their personal care is managed discretely and in line with their individual needs. She is aware of children's allergies, specific dietary and health needs. She encourages children to play outdoors as much as possible, for example by visiting local parks and going on autumn walks, and hopes to make good use of the garden once work is completed in the next couple of months.

The child minder ensures children's safety and welfare is promoted effectively. She attends training in child protection regularly and understands her responsibility to safeguard children. She undertakes regular fire drills with the children. First aid training is up-to-date, and records show appropriate first aid is administered when required. The child minder follows appropriate procedures on outings and has recently purchased new car seats. However, an outings policy was not provided. This was addressed following the inspection.

The child minder has a very patient and calm approach and fosters positive interactions between children. For example, for younger children she is on hand to pre-empt any issues and provide gentle and clear explanations if they are finding it difficult with issues such as sharing. She involves older children in the planning of activities, values their ideas and encourages them to develop their self-help skills. This promotes their confidence and self-esteem.

The child minder provides very attentive and individual care, and supports children very well. She gives cuddles and shows affection freely. One parent commented: "*Very personal care. You know [my children] very well. You're very caring and look after them so well*". The child minder attends a range of courses to help develop her professional knowledge. For example, she recently took part in courses on treasure baskets, schemas and recording children's development. The child minder uses observations to assess how children are developing and plan activities which meet their interests and promote the next steps in their learning. Activities are evaluated to help improve outcomes for children. Children's records are shared with parents, and celebrate their progress and "wow" moments.

3. Environment

Summary

The environment is very child-centred and welcoming. It offers children a comfortable and stimulating environment that is safe, secure and promotes their well-being. There is a large selection of excellent quality play resources, which promote children's all-round learning and development. The garden was being developed during our visit to provide an additional play area for children; following our visit, the child minder confirmed this is now complete.

Our findings

The child minder ensures children are cared for in a safe and secure environment. There are comprehensive written risk assessments for areas of the home used for minding which show hazards are considered and risks are mitigated as much as is reasonably possible. Suitable safety measures are in place such as, safety gates at the bottom of the stairs and the front door is kept locked to prevent unauthorised access, with a record kept of visitors. There are records of general maintenance being carried out, including safety checks of the gas boiler.

The child minder's home is welcoming and child friendly. Children mainly use the playroom on the lower level of the house. This is thoughtfully set out from a child's perspective to maximise their accessibility to toys, resources and furniture. The bathroom is cited near the playroom, which means children can easily manage their own personal needs. There is easy access from the playroom to a split-level garden; this was being developed during our visit to provide a valuable resource for children. The child minder has advised us since our inspection that work is now complete. One child commented in their questionnaire for the child minder: *"I like the house. [The child minder's] house is warm, cosy and like a home."*

There is a wide range of play and learning resources in the playroom including a very good range of sensory resources. Some resources promote children's cultural and diversity awareness, and there are Welsh language books and displays to promote children's appreciation of the Welsh language. The child minder is using a grant from the local authority to invest in natural and real resources and develop the play environment to help promote children's curiosity and direct their own play. Resources and equipment are in very good condition; the child minder checks them daily for any damage and has developed a cleaning rota to ensure they are systematically cleaned.

4. Leadership and Management

Summary

Management of the service is very good. The child minder clearly enjoys her role. She is committed to providing excellent quality child care, and working closely with parents to support their children. She is motivated, well-qualified and experienced, and is keen to make improvements to promote positive outcomes for children.

Our findings

The service is very well run and managed. The required records are well organised and maintained in line with the National Minimum Standards and regulations. The statement of purpose, policies and procedures are shared with parents. These support them to make an informed choice about the service. However, additional information in some policies would provide further clarity for parents. These were amended following the inspection. Suitable contracts are discussed and shared with parents, and appropriate permissions are sought for activities such as taking photographs and seeking emergency medical treatment. The child minder is keen to develop her professional knowledge to improve outcomes for children. For example, she attends relevant training courses and keeps up-to-date with new initiatives and guidance. The child minder monitors children's progress very well, and works closely with parents to support their development. She creates a positive and warm atmosphere where children feel valued and secure.

The child minder has good systems in place to continually improve the service and enhance children's well-being. For example, she evaluates the children's activities and experiences, and values feedback from parents and children; she also works closely with the local authority to develop the environment and care she provides. The most recent report of the quality of care considers parents and children's views, reflects on what is working well, and how improvements have enhanced children's play and learning. Plans to improve the service explain how these will benefit the children. However, the report is not shared with parents so they can see how the service is improving and that their views are valued.

The child minder works closely with parents to promote their child's well-being. She operates a flexible settling in procedure to help children get to know her at their own pace, and if children do become a little unsettled she is aware of effective strategies to support them. Detailed forms are used so each child's preferences and care needs are understood before they start. The child minder keeps parents up-to-date with their child's experiences and routines. For example, through written daily diaries for the under twos and through sending messages and photographs during the day. One parent commented: *"Happy with messaging. Love to get photos throughout the day and see what they are up to!"*

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

None

5.2 Recommendations for improvement

- Share the quality of care review report and plans to develop the service with parents.

6. How we undertook this inspection

This was a full inspection looking at all aspects of the service. The inspection was carried out by one inspector and took place over one day. We used the following methods to gather evidence for this report:

- We looked at what we already knew about the service;
- 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 areas used for child minding, looked at risk assessments and took account of the safety measures in place;
- we considered comments in questionnaires provided to the child minder from parents and children, and
- we spoke with the child minder about how she runs her service and her plans for the future.

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

7. About the service

Type of care provided	Child Minder
Registered Person	Bethany Shirley
Registered maximum number of places	6
Age range of children	Birth to 12 years
Opening hours	7.30am to 5pm, weekdays
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	14 July 2017
Dates of this inspection visit	13 January 2020
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: The child minder is registered with the 30 hour free child care offer.	

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