



Inspection Report

Esther Whitfield

Newport



Date Inspection Completed

26/05/2021

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About the service

Type of care provided	Child Minder
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	24 October 2018
Is this a Flying Start 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.

Summary

This is an inspection undertaken during the Covid 19 pandemic, therefore we have focused on the priority areas for this setting and not the full quality framework.

Children are happy at the setting. They have formed a warm relationship with the childminder. The childminder is caring and provides an appropriate range of toys, resources and equipment to promote the children's learning and development. There are some policies and procedures in place however these have not been updated for some time. The environment is clean and secure. Not all recommendations made during the previous inspection have been actioned. Regulations and National Minimum Standards are not always followed which puts children potentially at risk. Despite this, parents are very complimentary of the service. During the course of this inspection, the childminder has made efforts to improve how the service is run and is committed to on-going improvements in line with the Priority Action Notices.

Observations were limited due to only being one child present at the time of the inspection.

Well-being

Children have some control over how they spend their time and express their needs appropriately. For example, children have free access to toys and resources in a designated play room within the setting. Children are listened to and we saw a child being responded to and understood by the childminder.

Children are settled and gain a sense of belonging from attending. Children develop positive relationships with the childminder and we saw a child sitting at the table with the childminder looking at pictures in a book. Children know that their needs and likes will be taken into account. We saw a child tell the childminder that he was hungry and was given a snack. Children enjoy going on a walk to the nearby farm to see the animals and the tractors.

Children are resilient and cope well with changes made to the setting. Younger children are beginning to understand their feelings and to develop a sense of right and wrong. Children approach the childminder spontaneously to seek reassurance and support. We saw a child look towards the childminder to check she was close by while he was playing with the cars. Children have an adequate variety of resources and activities they enjoy and are appropriate for their age. We saw children enjoying books, toy cars and toy figures. Children can access resources as they are stored at low level enabling them to access them independently.

Children are developing their confidence and independence. They access resources that interest them and they enjoy playing alone. Children proudly showed us their toys and books.

Care and Development

The childminder generally keeps children safe and healthy. She has an up to date paediatric first aid certificate. She encourages children to be healthy and physically active. Children have daily walks to a nearby farm to see the animals and the tractors. The childminder is not currently registered with the Food Standards Agency through the local Environmental Health Department. Adequate policies and procedures are in place however; these are not all organised appropriately and not updated and current. At the time of the inspection, there was no formal Covid-19 policy and procedure in place. We saw some Covid-19 restrictions such as parents not entering the home and handwashing is more frequent. Most recommendations from the previous inspection have not been actioned; however, during the course of the inspection, the childminder has made some effort to implement these. We found that fire drill practices and safeguarding training had not been completed for a number of years. These are serious matters and we have raised a Priority Action Notice as a result.

The child minder has well-established routines and sets realistic boundaries. She has a patient and calm manner with the children and promotes positive behaviour. The child minder has a behaviour management policy in place however; it is not updated and current. We saw children praised and given lots of attention, which encouraged them to behave appropriately. The childminder encourages children to develop good social skills through their play and learning. The child minder manages children's interactions well, promoting positive behaviour and celebrating what they do well.

The child minder understands her role in helping children develop. She has developed warm relationships with the children and understood the need to let them settle into the service at their own pace. She is responsive and sensitive to children's needs. We saw the childminder provide snack to a child who had said they were hungry. The childminder used some incidental Welsh used during the inspection.

Environment

The childminder provides a safe and secure environment for the children. There is a child safety gate at the bottom of the stairs and the front door is locked for security. Visitors are asked for identification upon arrival and to sign a visitors' book. The home is secure and no unauthorised access is allowed. We saw that general maintenance is completed annually such as the gas boiler check. There are written risk assessments in place for the environment however; there is no written risk assessment for the new family dog.

The childminder ensures children are provided with indoor play space that is child centred and safe to explore. Activities are organised, equipment and resources are plentiful and accessible to develop the children's skills. The toilet facilities are clean and easily accessible off the main hallway for children to use independently. The child minder's home is comfortable, relaxed and has a small playroom to ensure there is a suitable environment in which children can play and learn. There are sufficient resources to meet the needs and interests of the current age range of children.

The childminder ensures that the children have access to a variety of good quality, appropriate play and learning resources. We saw that furniture, fixings and fittings are comfortable and good quality.

Leadership and Management

The child minder has systems in place to manage her business but needs to develop a better understanding of The Child Minding and Day Care (Wales) Regulations and the National Minimum Standards to ensure that she meets all of her legal responsibilities. She has undertaken some necessary training including paediatric first aid. Children's contracts have been completed and are signed and dated by parents.

The child minder is keen to provide a reliable service to parents and children. The childminder has recently completed an annual quality of care report. The report includes feedback of the service from parents however it needs to be further developed.

The child minder manages her service adequately. She does not employ any staff. Some required training has been completed. She and all other adults living in the home hold current Disclosure and Barring Service (DBS) checks. We saw that insurance and MOT checks for the car were up to date, ensuring that children can be transported safely.

Parents are kept informed of their child's development, their day to day care and any issues that arise. Due to the Covid-19 pandemic, this is done via text message rather than when they are collected to minimise contact. There is a complaints policy in place and the childminder has received no complaints to date. However, the policy does not include information on how a child can raise a concern.

Recommendations to meet with the National Minimum Standards

- R1. Ensure all policies and procedures are up to date and reviewed regularly
- R2. Ensure all risk assessments are updated and a risk assessment for the dog is compiled
- R3. Update the complaints policy to include how children can raise a concern
- R4. Ensure the quality of care report is further developed to meet the specific criteria required
- R5. Update behaviour management policy with details of how the behaviour of older children will be managed
- R6. Ensure all paperwork is filed in an organised manner
- R7. Register with Food Standards Agency as a business.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

Care and Development - Fire drills not carried out and recorded since 2018.	Regulation 38 (1) (e)
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Care and development - Safeguarding training not completed by the childminder since 2017.	Regulation 9 (3)
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We found poor outcomes for people, and / or risk to people's wellbeing. Therefore, we have issued a priority action notice and expect the provider to take immediate steps to address this and make improvements.

Areas where improvement is required

None	
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