

Childcare Inspection Report on

Emma Gravestock

Barry



Date Inspection Completed

31/01/2020

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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 operates her service from her home in a mid-terraced house on a street in Barry, where she lives with her family. She was registered by Care Inspectorate Wales (CIW) in August 2018 to care for up to six children aged under 12 years. The service is conducted through the medium of English.

Summary

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

1. Overall assessment

Overall, we found that children experience a good standard of care. They enjoy their time at the service and are very happy to attend. Children are confident to explore, express their feelings and ask for help. The child minder provides nurturing care. Resources are age appropriate, and she has a number of policies and procedures in place to keep children safe. Children benefit from an environment that encourages them to make independent choices and that promotes their play, learning and development. The child minder has developed good partnerships with parents and leadership and management of the service is generally good because the child minder is well organised and receptive to advice.

2. Improvements

This was the first inspection of the service since it was registered.

3. Requirements and recommendations

We discussed some areas for improvement, which were addressed immediately and are referred to in the report.

1. Well-being

Good

Summary

Children have a strong voice. They are very settled and happy and enjoy their time at the service very much. They find the range of activities and play experiences interesting and exciting. Children express themselves confidently. They interact together well with each other and the child minder.

Our findings

Children express themselves well and can communicate their needs in a variety of ways, including non-verbal methods. Children make appropriate choices and decisions because they are aware of the options available to them. They could access and play with toys of their choice. One child did not want to join the others in an activity and was free to choose what they wanted to play with.

Children are secure, comfortable, happy and relaxed in the care of a child minder with whom they have developed a warm relationship. They were happy and confident to approach the child minder, to ask for something and were keen to interact with her, and include her in their play. We saw the children smiling, laughing and singing spontaneously. They regularly sought cuddles from the child minder. They were clearly familiar with the play areas and moved between rooms confidently.

Children are learning to co-operate, take turns and share, as well as becoming sensitive to the emotions of others. The children generally played together very well. They interacted appropriately and in line with their age and stage of development. The children happily interacted with the child minder throughout our visit and were receptive to her direction and distraction when they disagreed over a toy, 'not being nice' or waiting their turn.

Children are interested in the play-based activities, which are very much led by them. They enjoyed playing in a pop-up house, using their imagination to good effect or with their favourite train and play figures. They told us about their trip to Amelia Farm where they looked for birds, as it was birdwatch week. They were also proud of the birdhouses they had made, one child saying that theirs was the one painted like a rainbow. One child asked the child minder about letters in a word and were pleased when they could repeat the letter formation. Children also benefit from regularly being outside in the fresh air, such as trips to the park and local facilities.

Children are developing their confidence and independence well. They are encouraged to do things for themselves, such as eat their lunch, and are given time to carry out their chosen activities. Children have opportunities to undertake a variety of different play

activities designed to develop a variety skills. They are able to extend their play because the child minder is always on hand to provide assistance if needed. They enjoyed helping the child minder tidy toys away and were pleased with the praise they received, smiling broadly.

2. Care and Development

Good

Summary

The child minder has been child minding for a year. She has developed generally good systems and procedures to ensure that she can keep children safe and healthy. She has further developed some procedures and documentation during the course of this inspection. She is confident and competent and has completed the recommended training to keep her practices and knowledge up to date. She manages interactions well and promotes children's play and learning effectively.

Our findings

There are generally good systems in place to promote the health and safety of children. The child minder understands her responsibility to protect children and her safeguarding policy includes reference to the Prevent duty. She is clear about her duty to refer any concerns relating to the welfare of children to the appropriate authority and has completed online training in safeguarding in 2018. The child minder provides some snacks but children generally bring packed lunches. She is committed to support children to develop healthy eating habits and encouraged them to eat healthy options first. She has a certificate in food hygiene. She spoke confidently about how she deals with dietary requirements, including managing children with food allergies. There is an effective system in place to record accidents and incidents and the child minder has an appropriate First Aid certificate. We heard the child minder remind children of the dangers of running or jumping on each other, in order to prevent accidents.

The child minder has a consistent approach to managing the interactions and behaviour of children. There are routines and rules in place, which children were familiar with and responded to when reminded. There is a clear behaviour management policy outlining how instances of unacceptable behaviour are managed. The child minder gives clear directions to children in a way they will understand. For example, she explained if they wanted to, they were going to make binoculars out of paper and that they were expected to sit down on benches, as they would be using scissors. 'Shall I show you first?' The child minder used positive intervention strategies to handle any minor squabbles over toys. For example, when one child upset another by knocking their tower of blocks over she explained it was an accident and helped them rebuild it. Another child interrupted another when they were talking and she explained it was polite to wait until they had finished speaking. She praised good behaviour and promoted children's self-esteem by offering regular feedback such as 'wowzers' and 'amazing effort'. Children responded well to her techniques.

The child minder knows the children well and plans ahead to meet their individual needs. She provides care that is child centred and we heard her consistently chatting to the children, explaining what she was doing and checking their understanding as they went along. We saw that the child minder was responsive to children's requests and any attempts at communication, repeating what they said so they could learn the correct way to say words. There was good eye contact and questioning to help understand what the child wanted or needed and she spent much of her time at the child's level. This supported children to engage and expand their thinking and learning skills. The child minder has a system in place to track children's development. She has well thought out and documented activity plans to cover all areas of the Foundation Phase principles, including multicultural events. We did not hear any Welsh language spoken but the child minder told us that some activities promote the Welsh language and meet the requirements of the Foundation Phase principles. The child minder was very attentive to the children's needs, providing suitable supervision whilst allowing children to move around and access activities freely.

3. Environment

Good

Summary

The child minder's home is safe, secure and suitable for minding. Areas used for child minding are adapted well and provide good facilities for home based child-care. She has considered the needs of the children and purchased a variety of resources to support these. The rear garden is not currently used, as there is damage to fencing. Routines for cleaning and monitoring the safety of the environment, toys and are well established.

Our findings

The environment is safe, clean and secure. There are written safety guidelines in place for identifying and minimising risks and the child minder spoke knowledgeably about safety matters. These were expanded during the inspection to include pets, school run and broken fence in the rear garden. There are a number of safety precautions in place such as safety gates, cupboard locks and a fire blanket. The home is kept secure with doors locked and keys kept in a safe but accessible place. A record of visitors to the service is maintained. There are records of smoke alarm tests and evidence that fire drills are undertaken regularly.

The child minder has modified her home to ensure that it is suitable and meets the needs of the children she currently cares for. There is sufficient space in the lounge and dining/playroom for children to enjoy a good number of activities. The dining/playroom room provides facilities to eat and for children to access a very good range of play activities. The walls are adorned with interesting displays and children's work and craft creations. The lounge is used for quieter activities and a travel cot is set up if required for young children to sleep. The toilet located downstairs, is accessed through the kitchen, and provides suitable facilities. Plans are in place to renovate this area in the near future. The rear garden is not currently secure as there is a damaged fence which is about to be repaired. The child minder told us they go out on a daily basis to ensure children had opportunities to have fresh air and exercise.

A very good selection of toys and resources are easily accessible to children in storage units in the dining/playroom. They are arranged so children can only access age appropriate toys. She has equipment available such as a high chair and travel cot. We discussed the use of car seats for children and the child minder was clear regarding the law. She confirmed that she had a number of different seats and that she had systems in place to ensure that appropriate car seats were always used.

4. Leadership and Management

Good

Summary

The child minder is motivated and open to new developments as a means of promoting positive outcomes for children and their families. She is generally well organised and maintains all the required records and documentation either as a paper document or electronically. She is reflective and committed to reviewing her service to ensure any improvements are identified and implemented. The child minder has developed good relationships with parents.

Our findings

The child minder has a vision for the service and this is shared clearly in her Statement of Purpose. She has good understanding of current best practice relevant to her service. She has reviewed policies and procedures to reflect changes to legislation such as the General Data Protection Regulations (GDPR). A number of relevant policies and procedures are in place and we saw that parents are provided with this information prior to their children starting, to enable them to make an informed choice about using the service. A good deal of information is recorded electronically and the child minder agreed to organise this so that it is easy to share updates etc. We looked at a sample of operational records including contracts with parents and attendance records. The child minder sought additional information from parents during the inspection, for matters such as permission to seek emergency medical treatment for their children and for their children to be transported in the child minder's vehicle. All other required information was in place and kept updated.

The child minder is reflective and has an effective system in place for reviewing her service on an annual basis. She values feedback from parents and children. She has been operating for over a year and has sought parent and children's views regarding the service she provides and included these in a comprehensive report of her review. The child minder is aware of the requirement to provide self-evaluation information to CIW as requested. A complaint policy is in place. The child minder was keen to hear our views as part of the inspection and demonstrated she valued recommendations that can help improve the service. She was receptive to advice and took steps to address recommendations we discussed during the course of the inspection.

The child minder currently works alone and manages her time well. She has contingency plans in place to cover her in the event of an emergency. We saw that she was organised and had planned the activities well on the days we visited. All adults living at the home have a valid Disclosure and Barring Service (DBS) certificate to confirm their suitability.

Partnerships have been developed that are effective. The child minder provides comprehensive information about the service to parents and speaks to them daily regarding

their child's care, providing written information and sharing photographs via secure social media as well. She is conscious of the importance of her role as a link between school and parents and photographs school notice boards to share events with parents. The child minder is also committed to working in partnership with other professional agencies if required, to ensure children's welfare is promoted.

Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

None

5. How we undertook this inspection

This was a full inspection, undertaken as part of our normal schedule of inspections:

- We reviewed information held by CIW;
- one inspector completed two visits to the service;
- observations were carried out indoors to capture evidence of the minded children's engagement and the care provided;
- we undertook a visual inspection of the premises;
- we looked at a range of records including contracts with parents, statement of purpose and several policies and procedures;
- we provided feedback to the child minder at the end of the inspection visit; and
- we considered information provided to CIW by the child minder during the course of the inspection.

Further information about what we do can be found on our website:

www.careinspectorate.wales

6. About the service

Type of care provided	Child Minder
Registered Person	Emma Gravestock
Registered maximum number of places	6
Age range of children	0-12 years
Opening hours	Monday to Friday, flexible hours
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	First inspection of the service
Dates of this inspection visit(s)	30 and 31 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?	<p>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. This may be because the service is situated in a primarily English speaking area and the provider does not currently intend to offer or promote a Welsh language service.</p> <p>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>'.</p>
Additional Information: None	

Date Published 19/03/2020.