



Childcare Inspection Report on

Amy Biott

Cardiff



Date Inspection Completed

04/09/2019

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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 was registered with Care Inspectorate Wales (CIW) in June 2018 to care for ten children under 12 years old. Her service runs from her four bedroom semi-detached home in Rhiwbina, Cardiff which she shares with her husband and their two school age children and their pet dog. Opening hours are 7:45am to 6:00pm with flexibility by prior arrangement. This is an English language service which uses incidental Welsh to promote bilingualism with the children.

Summary

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

1. Overall assessment

Children are cared for by a very well-qualified child minder who has over ten year's prior experience as a primary school teacher. She knows and understands the children's individual needs and provides responsive and nurturing care. Children are settled and have developed strong emotional bonds with the childminder. Their views and opinions are strongly valued as they are encouraged to speak and express themselves and know that their ideas will be listened to. Children develop confidence and independence and gain a great sense of achievement as they are provided with lots of interesting and exciting play based activities both at the child minder's home and out on regular outings. The childminder home is safe and secure and provides a rich environment for play and learning. The home is well maintained and decorated and the layout promotes children's independence. The child minder manages her service very well and complies with all CIW regulations. She is passionate about providing a high quality service to parents and welcomes feedback in order to continually improve. She works in line with a good set of policies and procedures and keeps parents well informed of their child's wellbeing on an ongoing basis.

2. Improvements

This is the first inspection of this service post registration.

3. Requirements and recommendations

There were no non compliance issues identified during this inspection.

Recommendations made are discussed within the body of the report and summarised in the final section.

1. Well-being

Good

Summary

Children's well-being is promoted and they are safe, content and valued within the service. They enjoy their time with the child minder and have access to a good range of interesting activities. Children forge good friendships with each other and the child minder, enabling them to settle and feel secure. They enjoy a good range of suitable activities which have been planned to meet their individual needs and interests.

Our finding

Children have the freedom make choices and all attempts of communication are highly valued at the service. We saw the children move between activities choosing independently and they were encouraged to speak. The children were keen to tell the childminder about how they had made bridges for the baby dinosaurs to walk over with the playdough and lollipop sticks. Children were free to choose resources that interested them as they were positioned within easy access. We observed the lunch time routine and saw the children chose from a selection of dinosaur shaped sandwiches and a platter of fruit and vegetables.

Children are happy and settled and have formed strong bonds of affection with childminder. Many of the children live in the locality and know the childminder and her family through community events like children's parties and playdates. There is a very relaxed and friendly atmosphere in the childminders home and it was evident that the children felt a sense of belonging as their artwork was displayed proudly in the home. We saw that children sought emotional comfort and positive feedback from the childminder. One child's face lit up when the childminder told them how great their dinosaur bridge was. Children have made lovely friendships in the childminders home and they sat together happily and listened to each other as they chatted during lunch.

Children's behaviour is very good and interactions are positive and in line with their stage of development. They are able to share and take turns and are very respectful of each other. During the dinosaur hunt, one of the younger children dropped some toys from their bucket and a second child helped to replace them. Very young children were observed being kind to each other and sharing their play space and resources. At lunch time each child waited their turn to select and serve themselves fruit and sandwiches.

Children are excited and engaged in their play and learning as they have a good range of age appropriate activities available both indoors and outside the childminders home. The carefully planned environment ensures that children can choose independently from a good range of resources and also relax and have quieter times to read or rest. The children were engrossed with the dinosaur themed play activities throughout the second day of our inspection and we saw that this offered many opportunities to develop their skills and imaginative play. Children moved cars from the play garage and hid them in the foam of the

dinosaur world tuff spot. We heard the children counting the play dinosaur bones they found in the soil and take them to wash into the water tray. They invited the childminder to play with them as they handed her some toy cars explaining that she could wash the blue one. Children are given opportunities to enjoy physical play on their regular trips to the local community based play parks.

Children enjoy good play and learning opportunities which benefits their overall development. They develop confidence and independence as they are given lots of opportunities to practice their self-help skills. This includes putting on their coats and shoes, accessing resources, taking age appropriate risks in their play and selecting and serving themselves finger foods at meal times. They are able to tidy up after play and had fun running around the garden collecting dinosaurs to put away before lunch. Children are developing their language skills through interactions and communication with the child minder. We observed the children talking to the childminder and they were given lots of time and encouragement to explain their ideas and thoughts. Children are also encouraged to use the Welsh language during play including counting and colour recognition.

2. Care and Development

Good

Summary

The childminder provides a good standard of care and has a range of effective procedures in place to keep children safe and healthy. She has a very good understanding of children's individual needs and manages their interactions positively. She offers children a variety of play and learning opportunities which are age appropriate and promote their development.

Our findings

The childminder follows procedures to keep children safe and healthy. There is a safeguarding policy in place and discussions with the childminder evidence that she is clear on her responsibility to report any identified risks or concerns relating to the welfare of a child to the appropriate authority. This policy does not currently include details on prevent duty. Prevent is a government strategy to protect children from extremism and radicalisation and all child minders should be familiar with its content. The childminder is due to complete child protection training in November 2019. She has completed Level 3 Paediatric training in 2018 and accidents, including pre-existing injuries, are well recorded and signed by parents. Accidents records are not currently audited. The childminder promotes healthy lifestyles and has completed Level 2 Safer Food training. The menu choices are healthy and the childminder is due to update this with details on possible food allergens. Risks to children's health and safety are identified and where possible reduced or eliminated. The medication policy is clear on the procedure for administering medication and includes details of actions to take in the case of an emergency.

The childminder has a clear behaviour management policy in place. She has a very good understanding of how the age and developmental stage of children can affect their behaviour and social interactions. She continually uses positive reinforcement by praising good behaviour and models manners by being very respectful to the children. She is very attentive to the children and uses distraction strategies to maintain a calm and peaceful atmosphere.

The childminder provides care which meets children's individual needs and abilities. She has a detailed 'All About Me' forms completed for children at registration and discusses the children's preferences with parents. During our visit she used effective questioning to establish children's understanding and gave them time to explore ideas at their own pace. She is beginning to develop her planning and assessment for children's development to ensure that they develop their skills and next steps in learning. As a former primary school teacher she has a very good understanding of child development and the Foundation Phase which underpins her approach to the experiences she offers the children. She gives children opportunities to understand and celebrate the variety of cultures in our society. The childminder encourages the use of incidental Welsh and this was used regularly throughout the visit with the children.

3. Environment

Good

Summary

The child minder's home is safe, clean and secure. Childminding takes place mainly on the ground floor with the use of a designated bedroom upstairs for young children to sleep if required. There is a designated playroom, separate sitting room and one large open plan dining and kitchen area which are well decorated and suitable for children's care. The garden is set over two levels with good facilities for children to enjoy physical play outdoors. The child minder ensures that children are well supervised at all times and she is very attentive to safety and security.

Our findings

The childminder has effective policies in place and understands her responsibility in relation to the safety and welfare of children. Ongoing safety risk assessments are completed including checks on resources, children's play equipment and the environments they access. Records of regular fire evacuations practised with the children are maintained and the child minder has a fire blanket available for emergencies. Access to the childminder house is restricted and the front door is locked and secure at all times.

The childminders home is clean, welcoming and attractive. The spacious environment offers children good play spaces where all resources can be accessed by children independently. There are separate spaces available for children to enjoy quiet time or parents to have confidential conversations. There is a trampoline in the garden area which the child minder explained is only used in line with manufacturer's guidelines. There is a downstairs toilet off the kitchen diner area which is well maintained and easily accessible for children's use.

Children have access to furniture, equipment and toys that are appropriate and suitable for their needs. Resources are stored in labelled boxes so that children can see what is available. The childminder has a range of equipment available to support children's needs including a step in the toilet area, pushchair, car seats and children's cutlery, cups, bowls and plates. The childminder said that she hopes to increase Welsh and multi-cultural resources although we saw that she had some available for children. We saw that she uses a good range of natural and recyclable materials including leaves, stones and pinecones in the dinosaur world tray.

4. Leadership and Management

Good

Summary

The child minder manages her service efficiently with due regard to the National Minimum Standards for Regulated Childcare and to the Child Minding and Day Care (Wales) Regulations. Since her registration as a childminder in 2018 she has worked hard to continually develop her skills and update her training. She is very motivated and uses her years of experience as a primary school teacher to promote positive outcomes for the children she cares for and their families.

Our findings

The child minder organises her service well and is compliant with the Child Minding and Day Care Regulations. The Statement of Purpose (SoP) has been reviewed and sets out the service she provides. Parents and carers are provided with copies of all policies and procedures at registration and notified of any changes or amendments. There are detailed contracts in place agreed with parents setting out the expectations of both parties and permissions for activities such as taking photographs, outings, sun cream, nappy cream, garden equipment are sought. She agreed to review her children's registration documentation to ensure that all information required has been completed including doctors contact details. Records of ongoing training is in place and the attendance register for children is kept up to date. The childminder uses a recognised national child minding organisations paperwork and advice to support her business and has a current public liability certificate in place.

The childminder understand her responsibility review her service and plan for ongoing improvements. She explained that she will complete her Quality of Care review following her first year in service. We saw that she has already consulted with parents and children and has collected their views via questionnaires. The child minder has a complaints policy in place and confirmed that she has not received any complaints to date. The childminder has updated records of all Disclosure and Barring Security (DBS) checks for persons over the age of 16 years who live at or have regular contact with the children. She works alone and does not employ an assistant. She has suitable arrangements in place to cover in the event emergency and this has been signed by all parents. She manages her time well in order to ensure positive outcomes for children and their parents. She has developed links with other childminders in the local community who provide support and share good practice ideas with each other.

The childminder is clear on her role and responsibility to establish trust and clear communications with the parents of the children she cares for. Most of her business comes from recommendation and the children she currently cares for are known to her from the locality. She uses a variety of ways to keep parents informed and updated including texts,

emails, private secure messaging, written records and daily feedback. We spoke to two parents who gave very positive feedback on the childminders care for their children. One commented that their child loved going to the childminder and runs up the path to see her at drop off. Both commented that they received private Whats app messages daily with details of what their children had done that day and all relevant information. They said that they also loved getting the update pictures throughout the day so that they could see what they were enjoying.

5 Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

This was the services first inspection post registration.

5.2 Recommendations for improvement

- Update the food menu with details of possible allergens in line with Environmental Food Standards requirements;
- review registration documentation to ensure that all information required has been completed including doctors contact details;
- audit accidents and incidents records;
- continue to increase the availability of multi-cultural and Welsh resources;
- continue to develop the planning and assessment of children linked to the next steps in their learning and
- complete a Quality of Care review for the service following the first year in service and forward to CIW for review.

6. How we undertook this inspection

This was a full post registration inspection which was undertaken as part of our normal schedule of inspections. One inspector completed the inspection over two visits;

- we engaged with the three children present;
- we looked at the information held by CIW which included the registration details of the service;
- we looked at a wide range of records. These included the Statement of Purpose, risk assessments, copies of policies which included safeguarding, safety records and monitoring records, children's records;
- we made a visual check of the premises used by children and
- we provided full feedback by telephone 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	Amy Biott
Registered maximum number of places	10
Age range of children	Birth to 12 years
Opening hours	7:45am to 6:00pm Flexibility by prior arrangement
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	First Inspection post registration
Dates of this inspection visits	28 August and 4 September 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. We recommend that the service provider considers Welsh Government's More 'Than Just Words follow on strategic guidance for Welsh language in social care'.
Additional Information: None	

Date Published 31/10/2019