

Childcare Inspection Report on

Holly Bollom

Pontypool



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 operates her service from her home in Pontypool, where she resides with her partner and daughter. She is registered to care for ten children under 12 years at any one time, but currently all children on role are under the age of eight years. Child minding is offered Monday to Friday between 7:00am and 6:00pm throughout the year. Children have access to the ground floor areas of the home. Care is provided through the medium of English, with the use of incidental Welsh. During our inspection visit there were two minded children present aged under five years.

Summary

1. Overall assessment

Children are very happy attending this service and they have formed positive relationships with each other and the child minder. The child minder is responsive to their needs and provides them with nurturing care. Whilst the ethos of the service is child led, the child minder plans a good variety of optional opportunities to support children's all round needs. The environment is homely and well-resourced to care for the age range of children. Risk assessments are in place to maintain high safety standards. There are many areas of good practice, because the child minder has effective processes and paperwork in place to help her to organise her business.

2. Improvements

This was the child minder's first inspection. Since registering, the child minder has spent time getting to know the children and identifying their learning achievements and next steps.

3. Requirements and recommendations

We made two recommendations in regards to records of children's attendance and the child minder's safeguarding training. These are highlighted in further detail at the end of this report.

1. Well-being

Good

Summary

Children are confident communicators and they express themselves well. They settle easily in the care of the child minder and have developed close friendships, interacting respectfully with each other. During play, children are highly motivated and engaged in their chosen activities and they are making positive all round progress, as expected for their age and stage of development.

Our findings

Children have a voice at this service because their opinions are valued and they are encouraged to make choices and decisions about their care. We saw them choosing resources and activities they wanted to play with. They confidently approached the child minder to ask for extra resources from the store cupboard and to seek her feedback, such as when showing her their play dough cake creations. They enjoyed her company and often invited her to join in their play. For example, asking her to play hairdressers and doctors with them. They were easily able to make themselves heard and appeared relaxed in their environment.

Children feel safe and happy attending. They have close bonds of affection with the child minder and are at ease in her care. They told us that they enjoy attending and showed us some of the things that they like to play with, including a peg washing line to attach things to. Their sense of belonging is well promoted, because their work and photograph's are displayed on the walls. We noted that they had good social skills to play respectfully together, take turns and share equipment. They knew the boundaries within the setting and followed guidance from the child minder, such as to tidy toys away before getting more out.

We observed the children enjoying their play and occupied in activities for good time periods. They were enthusiastic about using the equipment and selecting resources. We saw them making up role play games, using peg boards to loop elastic bands, reading stories, moulding play dough and enjoying mark making with colouring pencils and paper and etching with rocks. They chose what they want to do and were central to their play and learning, opting into planned activities if they were interested in them. They have a broad range of play experiences, which expose them to learning opportunities in all seven areas of the Foundation Phase, whilst having fun. For example, we saw them forming letters to label their work, mark making to write a shopping list to buy ingredients to make a cake, playing with an ice cream parlour counting scoops onto a cone, counting and naming colours in Welsh and English, and exploring doctors equipment, such as a stethoscope. They are making good progress in line with their age and stage for development.

They also have good levels of independence and are able to do many things for themselves, such as help themselves to what they want to use, wash their hands at appropriate times, access the toilet facilities, help themselves to drinks and feed themselves meals. They appeared settled and relaxed during their play, indicating that they are at home in their surroundings. They moved freely on the ground floor areas, alternating between playing in the kitchen and play room, according to their preference.

2. Care and Development

Good

Summary

The child minder has a natural approach to providing children with safe and nurturing care. She supports children in their day to day activities and social interactions, with realistic boundaries in place. She plans a good variety of activities and assesses children's needs accordingly, to support them to make all round good progress.

Our findings

Children's needs are supported well within this service. The child minder has a good range of policies and procedures in place to promote children's health and wellbeing. She provides fresh drinking water that is readily accessible to the children, in their own containers for them to recognise which is theirs. Healthy snacks are provided including plenty of fresh fruit and children bring their own packed lunches. The child minder has the knowledge and skills to meet children's needs and has undertaken relevant training to keep children safe and healthy, including paediatric first aid and food hygiene training. However, she has not undertaken Safeguarding training within the last 3 years. The child minder understands her role and responsibility in keeping children safe. A comprehensive safeguarding policy is in place, including details of the 'Prevent' duty, which is a government strategy to help protect children from extremism. Fire drills are practised regularly and logged appropriately. We viewed the child minder's accident, incident and medication records and noted that they are appropriately set up and include all relevant detail.

The child minder interacts well with children in her care. She gives positive feedback, encouragement and praise and creates an atmosphere that is calm and nurturing. Her positive strategies are reflected in the detailed behaviour management policy. She has an experienced style to guiding children in their interactions with one another, to support them to play respectfully together. She did not need to intervene often to guide them, but offered occasional reminders, such as to not use their "outside voice" when inside.

The child minder promotes children's play and development well. She integrates learning concepts during their chosen play ideas. For example, when a child was playing doctors, she encouraged them to think about what to do if the patient was hot and how to take their temperature and bring it down. When a child asked about how to make a cake with play dough, the child minder encouraged them to think of the ingredients they would need to buy, and they sat together to make a shopping list. During a story, the child minder was discussing with the children the characters and one in particular who had burnt in the sun, which led to a discussion about sun safety. The child minder is also good at promoting the children's exposure to the Welsh language and culture, as she uses frequent incidental

Welsh and they have access to Welsh books and costumes. She plans for and provides a good range of activities for all children's needs within her home and the community. They go on frequent trips out, including to the library, walks, park and groups, such as 'happy hands' (a music session). The child minder has a good understanding of the Foundation Phase and how to implement it. She records children's progress in relation to it, identifying their attainments, which helps her to plan for their future learning. Their next steps for development are highlighted.

3. Environment

Good

Summary

The child minder's home is welcoming and well-resourced with equipment and furniture to enable children to play, learn and relax. Children are cared for in a home which is clean, stimulating and safe.

Our findings

The child minder has appropriate measures and procedures in place to maintain the environment to safe standards. She keeps door keys on a lanyard and carries them around her neck, for easy access and to ensure that the premises are secure at all times. Public liability insurance has been obtained and is not due for renewal until 10 January 2020. Robust written risk assessments identify hazards and actions for all areas of the home, garden and outings. Daily visual checks are also made to all areas used, to ensure they are safe for minded children. Safety equipment is in place to protect children, and includes a fire blanket and smoke alarms. Annual safety checks are completed on all gas appliances, with the last certificate dated 8 August 2019, ensuring that they are all safe to use.

The child minder provides a suitable environment for children. The home is free from clutter and provides spacious areas for the number of children and age ranges cared for, so that all the children can play and relax. The home is clean, secure and welcoming. Rooms are tidy, well decorated, bright and airy. Children have full use of the ground floor. A play room is set up as the main play space, with organised resources for children to independently access. The child minder regularly changes the layout and rotates the equipment to maintain the children's interest. Further resources are setup in the kitchen, with a home area, including a toy kitchen, utensils and play cleaning equipment, and a cosy snug reading area. There is a full size dining table and chairs for the children to eat their meals and snacks together. They use a child height table and chairs in the playroom for crafts and table top activities. A separate living room is available if the children want to disperse, with sofas for relaxing on. The garden is in the process of being renovated, with appropriate safety precautions being put in place, such as fencing. It is looking like an inviting space for children to play and the child minder will notify CIW when it is ready to be used. We noted that the child minder supervises the children whilst providing them with an appropriate degree of freedom to enjoy their environment safely.

The child minder has a large supply of resources to promote children's development and keep them engaged and stimulated. The variety includes resources such as role play items, dress up, crafts, books and games. We also noted that she has lots of natural resources for

the children to explore different textures. The resources and equipment we saw were all clean and in good working order.

4. Leadership and Management

Good

Summary

The child minder has good processes in place to help her to manage her business. She keeps full and up to date records, but needs to ensure that attendance records are accurate. She has plans in place to annually review her service to identify improvements.

Our findings

Leadership of the service is effective. The child minder meets the Child Minding and Day Care Regulations for running a child care service. Detailed records are completed and all required policies and procedures are in place, and are signed and dated on an annual basis to evidence their continual review. We viewed the statement of purpose and saw that it covered all aspects of the regulations and how the business operates. Children's attendance times are recorded, but they are for the session times and not the actual times of arrival and leaving. This is a regulatory requirement and the child minder immediately rectified the matter to record the accurate times. We viewed Disclosure and Barring Service checks (DBS) and found that they were in place for the child minder and all household members over the age of 16 years. The child minder completes all mandatory training to keep up to date with skills and knowledge and her certificates were available for inspection.

The child minder is aware of her responsibility to monitor and evaluate the quality of her service. She has plans in place to seek feedback from parents and children in preparation for her first review. She also completes 'new to child minder setting parent questionnaires'. Feedback from the parents has all been positive, indicating a high level of satisfaction with regards to the information they have received and their children settling in well.

Partnerships with parents are strong. The child minder meets with them prior to children starting, to help her to collect important information regarding their needs, and to ensure that there is clarity about the service provided. Together, fully comprehensive contracts and child record forms are completed, including all of the relevant detail and expectations of both parties. Relevant permission forms are signed by parents. The child minder offers flexible settling in sessions according to parents and children's requirements. She updates parents via an online app for sharing photos and through use of daily diaries, including information on children's activities, progress and care needs. Parents are also invited to comment in these and to discuss their children's needs at drop off and collection.

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

None

5.2 Recommendations for improvement

In order to develop the service further and improve outcomes for children, we discussed the following matters with the child minder:

- Ensure that the records of children's attendance accurately record the times that they arrive and leave and
- update training in Safeguarding, to ensure that the child minder is up to date with current practice.

6. How we undertook this inspection

This was a scheduled inspection as part of our normal programme of inspections. One inspector undertook one visit to the service and spent time with the child minder and two children in her care.

We used the following methods to gather evidence for this report:

- We reviewed all information held by CIW prior to our visit;
- we viewed all parts of the premises being used for child minding purposes,
- we observed the child minder's interactions with the children present;
- we spoke with children about their experiences using the service;
- we spoke with the child minder about how she operates her business;
- we examined a range of documentation, including, policies and procedures, risk assessments, contracts, accident, incident and medication records, attendance records, safety certificates and training certificates and
- 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

7. About the service

Type of care provided	Child Minder
Registered Person	Holly Bollom
Registered maximum number of places	10
Age range of children	Registered for 0-12 year olds Currently minded children on role are all aged under eight years
Opening hours	Monday to Friday 7:00am-6:00pm throughout the year
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	None, as this was the child minder's first inspection
Dates of this inspection visit(s)	04 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 through the medium of Welsh. We recommend that the service provider considers Welsh Government's ' <i>More Than Just Words</i> ' follow on strategic guidance for Welsh language in social care'.
Additional Information: None	

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