

Childcare Inspection Report on

Nicola Abraham

Cardiff



Date Inspection Completed

20/12/2019

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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

Summary

The child minder is registered with Care Inspectorate Wales (CIW) to care for 10 children under the age of 12. She operates from her 4 bedroom, semi-detached family home in Cyncoed, Cardiff. Child minding is offered Monday to Friday between 7:45am to 5:30pm, during term times. Care is provided through the medium of English, with incidental Welsh.

Theme	Rating
<u>Well-being</u>	Excellent
<u>Care and Development</u>	Excellent
<u>Environment</u>	Good
<u>Leadership and Management</u>	Good

1. Overall assessment

Overall, children experience a high standard of care, are very happy and at home attending this service. They are cared for by an experienced and motivated child minder who promotes their well-being exceptionally well. They have close bonds of affection with the child minder and have made friendships with each other, many of whom they know from school. Children benefit from a homely and child friendly environment that enables them to make independent choices and promotes play, learning and development. The home is safe, well maintained and both the indoor and outdoor areas provide activities that are both exciting and engaging for the children. The childminder manages her service very well and uses clear procedures to ensure children are safe and their health is promoted. The child minder works closely with parents to ensure children are very well supported.

2. Improvements

The childminder has made a number of improvements since the last inspection in November 2016. These include:

- reviewed and update policies and procedures;
- developed the observations of children to inform planning for activities and
- provision of individual hand drying facilities.

3. Requirements and recommendations

There were no non compliance issues identified at this inspection. Some minor recommendations are outline within the body of the report and summarised in section 5.

1. Well-being

Excellent

Summary

Children have a voice and are secure, happy and comfortable at this service. Their well-being is promoted and they are encouraged to make choices and decisions about their care. They make friends and have a strong bond of affection with the childminder. They are motivated and engaged in play based activities which are interesting and exciting. They develop confidence and independence, and their individual needs are prioritised.

Our findings

Children are confident to make independent decisions and express their opinions. They make appropriate choices because they are aware of the options available to them and are consulted over a range of issues. We observed them decide what food they wanted for the upcoming Christmas party at the childminder's home. They independently choose activities and have the freedom to follow their play interests. Children confirmed that are involved in choosing new resources for the service. Children are given time to explain their ideas and thoughts and their views are highly valued.

Children are familiar with the routine of the service which gives them a sense of security and belonging. The children are very settled and have formed strong, positive relationships with their peers and the childminder. They were confident and excited to show us all the toys and resources available. Throughout our visit the children were engrossed in activities and busy playing games, making paper chains or practising a dance. Some of the older children were keen to tell us how long they had been cared for by the childminder and said they loved to see her afterschool when she picked them up. Children receive lots of praise for achievements and given extra support when needed by the childminder which promotes their self-esteem and confidence.

Children are polite, use good manners and are very well behaved. There is an emphasis on the importance of working together and helping each other, and they are forming positive friendship groups in the service. Older children were observed helping the younger children to count and praised them for doing a 'good job'. Children kindly moved in order to make space at the table for a young child and invited them to come and help make some Christmas paper chains. They are exceptionally polite and use excellent manners without being prompted. They said that they had helped the childminder with the house rules and could repeat most of them to us.

Children are very engaged in their play and learning but can also relax and enjoy quiet times. They enjoy a very good range of interesting opportunities indoors and outdoors. They have access to a large variety of good quality activities and resources which are appropriate for their age and stage of development. Throughout the visit there was a very busy but relaxed atmosphere with children engrossed in play and learning of their choosing.

The environment was organised in such a way that children had places to go and relax including a large sofa where one child was seen to lay down with a book and look through the pictures.

Children are developing with a child minder who has many years of experience of caring for children. They are provided with an excellent variety of experiences, including freely chosen, unstructured and self-directed play. This promotes their all-round development as they practise and gain new skills and learn to be independent. Children's assessment profiles evidenced that they are developing new skills in line with set targets. The quality of the resources and activities available were superb and children were engrossed in their play throughout the visit.

2. Care and Development

Excellent

Summary

The child minder offers an excellent level of inclusive, responsive high quality care to the children in her care. She has excellent systems and procedures in place to ensure children are kept safe. She provides a very good variety of play and activities, consistently manages children's interaction and children's development is promoted effectively. The childminder ensures children have plenty of physical exercise, freshly prepared meals and remain well hydrated.

Our findings

The child minder follows her policies and procedures to promote the welfare and ensure the safety of all children in her care. The childminder updated her safeguarding and prevent duty training in September 2019 and there is a safeguarding policy in place, although it does not include details of prevent duty. Prevent duty is a government strategy to protect children from extremism and radicalisation. She holds a current Level 3 paediatric first aid certificate and a Level 2 award in Food Safety in Food Hygiene. A very good range of healthy food and snacks are provided including an excellent choice of vegetarian options if required. The child minder has a system to record children's allergies although allergens in food are not currently recorded. Appropriate hygiene routines are in place to promote children's health, including good nappy changing procedures and encouraging children to wash their hands at appropriate times using liquid soap. Fire drills are practised regularly to ensure that all children can evacuate the building in the event of an emergency and the date of practise if noted in the daily diary. We viewed the child minder's accident and incident records and noted that records were fully completed and signed appropriately by all parties. There is a medication policy in place outlining the procedure for administering medication although it is not very detailed.

The child minder is confident and very positive in her approach to managing children's interactions. She is very experienced and has a good understanding of child development and how this affects children's behaviour. She follows her behaviour management policy and consistently implements positive behaviour management strategies. The child minder is a good role model and explained that she feels it is very important for children to be respectful of each other and their environment and to have good manners. We saw her continually praise the children highly for politeness, kindness and being helpful which made the children visibly proud of themselves.

The child minder provides care which is child centred and meets children's individual needs. She provides a very good variety of enjoyable learning opportunities both indoors and outside to promote the children's all-round development and regularly informs parents about their child's progress and overall wellbeing. There was a large emphasis on free child led play and she has started to make observations on children's progress and plan for the

next steps in the children's play and learning. She explained that she promotes children's awareness of other cultures by celebrating festivals such as Diwali, Chinese New Year and Saint David's Day. She has a small selection of multicultural toys and resources to promote children's this understanding.

3. Environment

Good

Summary

The child minder's home is safe, secure, clean and welcoming. Unnecessary risks to children have been identified and as far as possible eliminated. Childminding takes place mainly on the ground floor with direct access to the outdoor area behind the house. It is well-resourced with a good variety of equipment and furniture.

Our findings

The childminder understands her responsibility in relation to the safety and welfare of children and has effective policies and procedure in place. She has regular cleaning routines and these reflect good hygiene practices. She ensures that the environment is safe, the front door is locked and secure and children are supervised at all times. The childminder completes effective risk assessments and risks to children's health and safety are identified and where possible reduced or eliminated. Public liability insurance is up to date and safety equipment including smoke detectors and a fire blanket are available. All annual safety checks have been completed on gas appliances and the installation of a new boiler in February 2019 ensures that it is safe to use.

The childminder ensures the indoor and outdoor play spaces are suitable for children to explore. Her home is clean, warm and is furnished suitably so children can play and relax. The childminder organises the environment well so that children can move around the different areas confidently and freely. We saw the children set up a crafts activity on the dining table when they arrived home and was evident that they were familiar with what resources, toys and games were on offer. The garden area is used as often as possible and offers a good range of resources which stimulate their curiosity and interest. The bathroom area was adapted for use by children and was well maintained, fresh and clean.

Resources provided by the child minder are clean, well maintained and in good working order. There is a variety of resources to suit all age ranges, including resources to support children's awareness and understanding of different cultures. Two children showed us examples of books they liked to read which included sports, history, animated pictures and fictional themes. She had a small selection of Welsh, multi-cultural and natural resources for children to access.

4. Leadership and Management

Good

Summary

The child minder manages her service very well and strives to continually improve her skills and the quality of service she provides. She understands her regulatory responsibilities and she is proactive in keeping up to date with current best practice relevant to the children in her care. She is proactive and welcomes feedback on her service. An annual quality of care review has been completed to identify improvements and feedback from parents indicates a high level of satisfaction with the service

Our findings

The child minder's service is compliant with the Day Care Regulations and ensures she meets most of the National Minimum Standards (NMS). She gives parents a comprehensive picture of the service on offer as there is a clear statement of purpose (SOP) and detailed policies and procedures. Contracts are agreed with parents and permissions for activities such as taking photographs are sought. A parent told us that she was very clear on all aspects of the childminding service and that all changes and updates are provided without delay. Record keeping is organised and well maintained. We looked at a sample of records including registers, children's records and accident forms which were all completed appropriately.

The child minder has completed her quality of care review which contains the views of parents and children who use the service. It does not have a plan for action as yet for the coming year in service. There are procedures in place such as a complaints policy which help to obtain additional feedback including any concerns from children. The child minder told us she had not received any complaints. Parent's and children's feedback were extremely positive. One child said she loved going to the childminders because 'it is full of fun activities and things to do. The food is always amazing and super tasty.' Another explained 'there is lots of people to play with and Nikki is really nice and I like helping her.' The childminder ensures that she notifies CIW of significant events.

The childminder follows timely and robust security checks in order to safeguard children. This includes updating all Disclosure and Barring (DBS) service checks for persons over the age of 16 years who live at the premises. The child minder does not employ an assistant and manages her time well. She keeps up to date with best practice and refreshes her training and skills regularly. She has two named childminders in place in the event of emergency cover being required.

The child minder has developed excellent working partnership with parents and carers to ensure that children experience all the support required to meet their individual needs. She provides parents with daily verbal feedback on the wellbeing of their child and stays in contact by phone, text or email as required. Parents' feedback demonstrated a high

satisfaction with the service provided. One parent commented, 'I don't know what I would do without Nikki, she is very supportive to me and my children'.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Update menu with information on allergens in line with Environmental Health's Food Standards;
- develop the Quality of Care review to include plan for improvement;
- develop the medication policy;
- update the safeguarding policy to include details of 'Prevent' duty and
- develop the fire drill records to include the date completed, children taking part, time taken and comments of significance.

6. How we undertook this inspection

This was a scheduled inspection undertaken as part of our normal programme of inspections. One inspector undertook one visit to the service and spent time with the child minder and 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 and one parent 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 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	Nicola Abraham
Registered maximum number of places	10
Age range of children	Birth to 12 years
Opening hours	Monday to Friday between 7:45am to 5:30pm, during term times.
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	21 November 2016
Dates of this inspection visit	18 December 2019
Is this a Flying Start service?	No
Is early year's 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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