



Childcare Inspection Report on

Karen Houlgrave

Newport



Date Inspection Completed

10/07/2019

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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 Newport, where she resides with her family. She is registered to care for eight children under 12 years at any one time. Child minding is offered Monday to Friday between 8:00am and 6:00pm throughout the year. Children have access to the ground floor areas of the home. Care is provided through English, with the use of incidental Welsh. During our inspection visit there were three minded children present aged under five years.

Summary

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

1. Overall assessment

Children are well settled in the care of the child minder and they have clearly formed close relationships with her. They have their needs attended to quickly and receive a good variety of experiences to promote their progress. The child minder plans plenty of activities, including trips out for them, and assesses their development accordingly. Her home is risk assessed and well-resourced with a good layout for a child care business. All of the relevant paperwork is in place to meet the Child Minding and Day Care (Wales) Regulations 2010 although the child minder needs to complete a quality of care review report.

2. Improvements

No areas of non-compliance were identified at the child minder's previous inspection on 22 November 2016. The four recommendations that were raised have been met. These relate to updating training in child protection, developing systems for assessing children's progress and next steps for development, completing a daily visual safety checklist and providing a policy for parents on the safe use of information technology and e-safety.

3. Requirements and recommendations

At this inspection we made recommendations for the child minder regarding storage of her fire blanket, producing a report on the findings from her quality of care review and making some administration improvements. These are highlighted in further detail at the end of this report.

1. Well-being

Good

Summary

Children are happy attending this service and they settle well in the care of the child minder. They confidently communicate their choices and decisions regarding their care needs and play preferences. They enjoy the activities available and are making good progress in line with their ages and stages of development. They are developing positive social skills, enabling them to form close friendships and they have good levels of independence in line with their age and stage of development.

Our findings

Children are good communicators enabling them to be heard and listened to and they make appropriate choices. They select toys and activities that they want to play with, because the resources are in accessible storage for them to help themselves. They appear at home in their surroundings and have free movement between areas, including outdoors, giving them the benefit from plenty of opportunities for physical exercise and fresh air. They enjoy going on outings, such as to the park, soft play centres and play groups. During holiday periods they go for day trips, such as to farms, the beach and national trust locations. The children have the freedom to access the secure garden frequently as the patio doors are kept open to allow free access.

Children are happy at this service and enjoy the activities provided. They had an uninterrupted picnic lunch together on a blanket in the shade during the inspection. We saw them happy in each other's company, whilst giggling and chatting to one another. They were excited to receive ice lollies to cool them in the hot weather and then played with the equipment, including pushing each other along in a wheeled ride in car. At other times, we observed play inside whereby the children were motivated to initiate their own play.

The children interact well together. They are developing positive manners with the support of the childminder. They responded well to guidance when needed, such as to share and say please and thank you. We noted that the children experience learning concepts subtly within their play and they are making good progress in all areas. We observed a child counting in sequences in Welsh and English, identifying different farm animals and matching the sounds that they made. Children have good levels of independence, as expected for their age and stage of development. We saw them help themselves to what they wanted to use, wash their hands at appropriate times, tidy away resources, access the toilet facilities and help themselves to drinks.

Children enjoy their play and are developing well. The children told us that they enjoy attending this service and we noted a calm atmosphere with them fully occupied in activities. They displayed good team working when building a Lego house and helicopter/boat together, demonstrating that they had the skills to work in collaboration. A younger child benefited from the social learning during this activity, as they copied and built a Lego boat too. The children were proud of their achievements and keen to show us their creations.

2. Care and Development

Good

Summary

The child minder is experienced in planning for children's all round learning experiences in a safe environment. She provides a good variety of activities for them in different contexts, and assesses their progress and next steps with a good knowledge of child development. She has a natural approach to implementing boundaries using positive strategies, in line with her behaviour management policy.

Our findings

The child minder has a good understanding of her responsibility to safeguard children and to promote their health and wellbeing. She has all required policies and procedures in place, including a detailed child protection policy. She has a separate policy for the 'Prevent' duty, a government strategy to help protect children from extremism. Fire drills are practised regularly and we saw detailed records of them, including information on the children in attendance, length of drill and comments. The child minder has undertaken food hygiene training, (3 July 2019), paediatric first aid (23 April 2019) and safeguarding training (17 November 2018) so that she has the skills and knowledge to support children. Children bring their own meals, snacks and drinks. The child minder provides additional snacks if needed, including plenty of fruit. She ensures that children's drinks are accessible. The child minder has robust administrative procedures for recording accidents, incidents and medication, with all necessary information recorded.

The child minder manages interactions well. We observed her instinctive approach to managing children's behaviour in a natural way that is gentle, but effective. She guided the children to play respectfully towards one another, including when one was upset by another pushing them in a play car. The child responded positively to the child minder and re-directed their play. We also noted that the child minder was in tune with the development needs of the children, adapting her strategies appropriately to their age. For example, she used the distraction of another activity for a younger child, when the older children were concerned that they were going to break their Lego building. We also noted that she provided the children with lots of positive feedback, encouragement and praise to promote their self-esteem and she support children with their self-care tasks, such as washing their faces after eating and helping them to put their sun cream on.

The child minder promotes children's play, learning and development. She plans a good variety of activities for the children to participate in, which is centred on their interests. She provides the children with plenty of choices regarding their care and play, and she prioritises their opinions. For example, she gave them the option to eat inside or out and

accommodated their preference. She has a good understanding of the foundation phase for children's learning and records children's progress in relation to it appropriately. Each child has an 'early years outcomes' booklet containing individual tracker sheets. The child minder highlights their achievements and next steps for development well.

3. Environment

Good

Summary

Child minding takes place on the ground floor of the child minder's home. The areas are well maintained and resourced for the full age range of children looked after. Resources are in good condition and risk assessment procedures are in place for keeping the children safe.

Our findings

The child minder takes good responsibility for ensuring a nurturing and safe environment. Her home is welcoming and she has good safety procedures in place. Public liability insurance is up to date. Robust written risk assessments identify risks and actions for all areas of the home, garden and outings to ensure children's safety. Daily visual checks are also recorded on a checklist for all areas used, to ensure they are safe for minded children to use. A fire blanket is kept in the kitchen, but not stored according to the manufacturer guidelines. Smoke alarms are in place and routinely tested, to ensure that they are in good working order. Mandatory annual safety checks are completed on all gas appliances, with the last certificate dated 18 March 2019, ensuring that they are all safe to use.

The home provides spacious clutter free areas for the number of children and age ranges cared for, so that all the children can play and relax. It is clean and well decorated. The premises are secure, with keys accessible to open the front door in the event of an emergency. The garden provides a safely enclosed space for children to enjoy, with a shed for storage of resources in inclement weather. There is a separate kitchen and then a living room/dining room with a large dining table and chairs for the children to sit at for meals, snacks, craft activities and table top games. There are also sofas for the children to relax on. The conservatory is setup as the main play space, with organised resources for children to independently access.

The child minder provides a good variety of toys and activities to cater for the age range of children cared for, including crafts, books, puzzles, games and role play clothes. Those that we saw were all clean and in good working order. There were also resources to promote children's use of the Welsh language, including books, puzzles and posters, such as Welsh phrases and signs. The children also participate in weekly Welsh song sessions at a local play group. The separate areas of the child minder's home provides plenty of space for the children to disperse into different groups if they want to, including if the older children want a separate space to use.

4. Leadership and Management

Adequate

Summary

The child minder has sufficient processes in place to help her to manage her business. Her statement of purpose reflects the service offered. She annually reviews her business to identify improvements, but a copy of the quality of care report was not available for us to see. Feedback on questionnaires handed to parents indicates that partnerships are strong.

Our findings

The child minder provides a service which is generally in line with the requirements of the national minimum standards and regulations. Detailed records are completed and all required policies are in place. However, they have not been 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 changes to the regulations and how the business operates. Children's attendance times are recorded accurately in the child minder's diary.

The child minder is aware that the quality of the service needs to be reviewed annually. There was evidence of questionnaires completed by parents to review the quality of the service, demonstrating that an annual quality of care review had been started in line with the requirements of the regulations. Parents feedback was positive and comments included, "...they love all their time spent with you and the care and activities you provide for them", and "...you go above and beyond what is expected and provide a true home from home". The parent's questionnaires also included the children's views about their activities, likes and suggestions. However, from discussions with the child minder, it was evident that she had not completed a quality of care review report analysing the review, and said this was because she was waiting for remaining questionnaires to be returned to her. She agreed to do this as a priority so that future improvements for the service can be considered. An appropriate complaints procedure is in place and since the last inspection the child minder confirmed that no complaints regarding the service had been received. A Disclosure and Barring Service check (DBS) is in place for the child minder and she told us that she had completed the necessary forms for her daughter's DBS check to be processed. The child minder completes all mandatory training to keep up to date with skills and knowledge and her certificates were available for inspection.

Processes are in place to support good partnerships with parents. The child minder meets with them prior to children starting, to help her to collect baseline information regarding their needs, and to ensure that there is clarity about the service provided. She offers flexible settling in sessions according to parents and children's requirements. Daily diaries are used to share important information about the children's daily care needs and activities.

5. Improvements required and recommended following this inspection

5.1 Areas of noncompliance 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:

- Complete the annual quality of care review process and provide CIW with a copy of the quality of care report, setting out future improvements for the service;
- ensure that questionnaires completed by parents, as part of the quality of care review process, are correctly dated to evidence that they are for the current year;
- store the fire blanket within the service according to the manufacturer guidelines; and
- ensure that policies and procedures are dated to evidence their continual review.

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 six 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	Karen Houlgrave
Registered maximum number of places	8
Age range of children	Registered for 0-12 year olds, but currently all children on role are under 8 years
Opening hours	Monday to Friday 8:00am-6:00pm throughout the year
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	22 November 2016
Dates of this inspection visit(s)	10 July 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:	

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