



# Childcare Inspection Report on

**Sarah Grant**

**Cardiff**



**Date Inspection Completed**

*27/02/2020*

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<b>Ratings</b>	<b>What the ratings mean</b>
<b>Excellent</b>	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
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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

Sarah Grant is registered with Care Inspectorate Wales (CIW) to care for up to ten children under the age of 12 years. She is a well-established child minder who runs her service from her home in the St Mellons area of Cardiff where she lives with her family. The service operates Monday to Friday from 8:00am-6:00pm. Care is delivered through the medium of English. The family has pet tropical fish.

## Summary

Theme	Rating
<a href="#">Well-being</a>	Excellent
<a href="#">Care and Development</a>	Good
<a href="#">Environment</a>	Good
<a href="#">Leadership and Management</a>	Good

### 1. Overall assessment

We found that children receive very good care at the service. Children are very happy and their needs are at the centre of the service. The childminder is enthusiastic and experienced. She has developed good relationships with the children who are well settled and relaxed in the environment. Resources and planned activities are of a good quality. There are effective procedures in place for ensuring children's health and safety and their development is promoted. Leadership and management of the service is good.

### 2. Improvements

The childminder has addressed the recommendations of the previous inspection.

### 3. Requirements and recommendations

There were no areas of non-compliance identified at this inspection. Recommendations to improve practice are outlined in section 5.2 of this report.

# 1. Well-being

**Excellent**

## Summary

Children experience a high quality service. They are able to make lots of choices and are supported by a caring, passionate and responsive childminder. There is calm and relaxed environment where the children have lots of fun and interact well with each other and the child minder. Children's learning and development is at the heart of the childminder's service.

## Our findings

Children have a strong voice at the service. Their opinions and wishes are well respected by the childminder and we saw that children are very happy to approach her and engage her in their play. Children are given lots of opportunities to make choices and are supported when needed. We saw them choose between a good variety of work sheets to support the interactive Gingerbread Man story they had excitedly acted out with the childminder. We also saw children happily choose to play with either dinosaurs, cars and garage or read a book. The children are given lots of opportunities to self-express. They had created a 'spring door' which included their art work for the season and photographs of their creative work, which included celebrating Chinese New Year. The children are asked regularly what they would like to play with during the session, which keeps them well engaged.

Children are settled and very happy at the service. They have developed a close attachment with the childminder and their peers and their needs are met promptly. We saw the children and the childminder having meaningful conversations together, which were about what they did in school or were going to do when they went home. For example, one child was happy to tell the childminder that they "played in the sand" at school that morning.

Children interact well with their peers and the childminder. They played very happily together, laughing and having fun but also respected each other's wishes to play alone. We saw some children playing with dinosaurs and a child choose to play with cars and a garage alone. They joined up and incorporate the cars and dinosaurs into one game which kept them all entertained. Children receive meaningful praise and encouragement from the childminder when they attempt tasks and clearly value the approval received. For example, the childminder was encouraging the children to name shapes she pointed at on the worksheets and said "excellent, well done you, that's right, that's the circle!" which made the child smile proudly.

Children engage in their play and learning but are also given the opportunity to relax and enjoy quiet time. They are able to concentrate for an appropriate period of time for their age and stage of development. There was a quiet, calm and relaxed atmosphere where the children were fully engrossed in their play and learning.

## **2. Care and Development**

**Good**

### **Summary**

The childminder is experienced in caring for children. She is fully engaged and passionate in extending children's care and development. Policies and procedures are well implemented to promote children's safety and well-being. She has a good understanding of child development and how to safeguard children. Planning and resources are well organised and meet the children's individual needs.

### **Our findings**

The childminder knows the children well and implements procedures to meet their individual needs. There are effective policies and procedures in place to ensure that the children are safe at the service. However, some of these need to be updated annually and a social media policy needs to be included. There is a safeguarding policy in place which highlights potential risks and categories of abuse along with contact details for children's services. However, it does not make reference to the PREVENT duty which is part of the counter terrorism and security act (2015) to prevent people being drawn towards extremism and terrorism. There are effective risk assessments in place at the service, although there is not currently a risk assessment regarding school runs. However we accompanied the childminder to school and saw that this was well thought out and done safely. Fire drills are practiced and the childminder talks to the children about what to do in the event of a fire evacuation. However, these need to be formally recorded and carried out more regularly. Accident and incident forms are completed appropriately and are signed and dated by parents. The childminder provides enjoyable snacks for the children which are generally healthy. However, she is not familiar with the current Welsh Government nutritional guidance.

The childminder effectively manages interactions with children and adopts a positive approach to encourage children's social interactions with their peers. We saw that the children enjoyed taking part in the interactive Gingerbread Man story and she described similar activities with other well-known age appropriate stories. The childminder promotes the children's confidence and self-esteem well and provides a great sense of enjoyment and fun. For example, we saw her include each child in the group activities so they could all play their part. The childminder reminds the children of the rules of the service regularly throughout the session.

The childminder has good systems in place to ensure that she is able to plan effectively for the children's development. Planning of activities is good. The childminder plans for the next steps in the children's development and we saw completed developmental checklists that are updated regularly. These were supported by photographic evidence to further record and improve her support to children. The childminder also plans activities to

celebrate Chinese New Year, Diwali and Christmas, which promotes children's understanding of the world.

### **3. Environment**

**Good**

#### **Summary**

The childminder ensures that the environment is child centred and stimulating for the children to access. The home is generally well maintained with resources accessible to the children. There are good safety procedures in place to ensure that risks to children are minimised.

#### **Our findings**

The childminder ensures that the children are safe and secure at the home and she is aware of her responsibilities with regards to the safety of the children. Her house is clean and well maintained. The resources on offer to the children are organised and in good repair. The premises are safe, the front door is locked at all times and visitors are signed in and out of the service. However, the times of arrival and departure of visitors are not currently recorded. There is a large garden area that is accessible to the children but this wasn't used during the inspection due to the bad weather. During summer months, the children have access to a conservatory where a large selection of additional resources are stored. The childminder told us that there are plans to replace the roof on the conservatory so the area can be used all year around. Appropriate insurances and safety checks for the home are in place and an annual gas safety check has been undertaken.

The children can safely explore the living room where there are resources on offer to support their development. They can also access additional resources in the conservatory with support from the childminder as it is through the kitchen area. All resources available to the children are suitable for their age and stage of development. The childminder told us that during the summer months, the children spend the majority of their time in the garden area. There is a trampoline for the children to use which is risk assessed and the children are aware of the maximum number of children allowed on at one time. The childminder also regularly takes the children to the local park and playing fields. The children have easy access to store their belongings on coat pegs which are at their height in the hallway. There are three large tropical fish tanks in the living room and the edges of the tanks are covered with foam to ensure the children don't bump into them as they are at the children's height.

We saw that the children had access to an appropriate variety of toys during the inspection. Children also have the opportunity to watch television in order to calm down following active play before and after the school run. All resources are in good repair and clean.



## 4. Leadership and Management

Good

### Summary

The childminder is passionate about her work. The service operates well and there are appropriate systems in place to annually review and improve the service. The childminder has good relationships with parents and those parents we spoke to thought highly of her and the care she provides.

### Our findings

The child minder manages her service effectively. The statement of purpose is up to date and provides parents with the relevant information needed to make an informed choice about using the service. However, this needs to be amended to reflect the change of address for CIW. There are suitable policies and procedures in place but these should be reviewed annually. Children's contracts we saw included all the relevant information.

The childminder annually evaluates her service by completing a quality of care review. Parents and children complete questionnaires in order to seek their views of the service and how any changes can be implemented to further develop the service. There is a complaints policy in place however, to date there have been no complaints received by the childminder.

The childminder does not employ an assistant. She has a back-up plan in the case of an emergency. We saw evidence of recent training attended to ensure the child minder keeps up to date with current practice. She has a good understanding of safeguarding procedures but would benefit from attending refresher training and making herself aware of the new All Wales safeguarding guidance.

The child minder ensures that partnerships are effective. She has a good relationship with parents and works closely with them to ensure that children's needs are met. Parents receive daily diaries of what their child has done while attending the service. The childminder also shares information verbally with parents at the end of the day about their child's development and when the children leave the service, they take home their developmental checklist. This includes photographs of the children during their time at the service. We spoke with four parents during the inspection who each spoke highly of the childminder and they each told us of their children's experiences with her. One parent told us 'Sarah is like an extension to the family, the kids love going to her.' Another told us 'can't fault anything she does for us. She is amazing and she is always happy.' The parents have also completed questionnaires which contribute to the childminder's quality of care review and one parent wrote 'all excellent' and 'Sarah is wonderful and my child loves being looked after and cared for by her.'

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

None

### **5.2 Recommendations for improvement**

We discussed the following practice recommendations with the childminder:

- ensure policies are dated and reviewed annually;
- refer to new All Wales Safeguarding document, make reference to the PREVENT duty in the safeguarding policy and attend safeguarding refresher training;
- ensure arrival and departure times of visitors to the property are recorded;
- ensure that a social media policy, outings policy and risk assessment that includes the school run are implemented;
- ensure fire evacuations are carried out regularly and that they are formally logged and
- increase the use of incidental Welsh.

## **6. How we undertook this inspection**

This was a full inspection undertaken as part of our normal schedule of inspections. Two inspectors made one unannounced visit to the service.

As part of the inspection we;

- observed care practice;
- made a visual check of the areas used for minding;
- spoke to children;
- considered information available to CIW;
- looked at a range of documentation;
- spoke to parents and
- provided verbal feedback 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](http://www.careinspectorate.wales)

## 7. About the service

Type of care provided	Child Minder
Registered Person	Sarah Grant
Registered maximum number of places	10
Age range of children	3 years to 8 years
Opening hours	Monday to Friday 8:00am to 6:00pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	09 November 2016
Dates of this inspection visit(s)	27 February 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?	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.	

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