



Childcare Inspection Report on

Sharon Coombes

Swansea



Date Inspection Completed

04/03/2020

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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 is registered with CIW (Care Inspectorate Wales) to provide home based child care for up to six children under twelve years of age. She operates her service from her home on the outskirts of Swansea. Child minding takes place on the spacious ground floor of her home. Children can enjoy outdoor play in a safe enclosed garden.

This is a mainly English language service with some use of incidental Welsh to help promote children's learning.

Summary

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

1. Overall assessment

Children are relaxed and feel secure. Their well-being is important to the child minder and they have formed warm relationships with her and her family. The child minder is very enthusiastic and organised and aims to provide a good quality service. She promotes children's self-esteem and development by providing extremely attentive and responsive care, a wide range of activities in line with the children's interests, and working closely with parents. The home is safe, child centred and comfortable, with an extensive range of good quality resources to enhance children's learning. She manages her service very well, and is keen to implement any improvements that will ensure positive outcomes for children.

2. Improvements

The child minder has implemented extra infection control measures in her home in light of the current Coronavirus situation.

3. Requirements and recommendations

No areas of non-compliance were identified at this inspection. We made two recommendations about updating some documentation and policies.

1. Well-being

Excellent

Summary

Children have a strong voice and feel safe and happy at this service. They are confident to express their feelings and views. They interact well, are developing friendships and have good bonds with the child minder and her family. The children enjoy a wide range of opportunities and their independence skills are developing. An excellent range of toys and resources are appropriate to their age.

Our findings

Children have a strong voice; they make good decisions about their care, play and activities, and follow their own interests successfully. For example, they can find the resources they wish to play with easily from the good range set out in the room, in baskets and in the two storage cupboards in the hallways, asking when they need help to access things they cannot reach. Children are comfortable and make their own choices and decisions. We heard them asking the child minder for their snacks and particular cars and trucks in a box that was too big for them to handle. They give their views confidently about what they like to do. They confidently express when they are ready for their snack and lunch and make choices about what they want to eat choosing bananas and raisins. They enjoy excellent support from the child minder and are very relaxed and comfortable with her. They have developed a close relationship with her and her family. Children are learning to respond positively to rules, listening when the child minder explained to them about playing safely with toys and waiting at the kitchen door while she got their snacks. They approach the child minder easily for extra support, and enjoy lots of individual attention, such as cuddles and sitting on her knee to look at some books. They enjoy their interactions with the child minder's children and husband and benefit from the warm "family" atmosphere.

Children are very confident to move around the areas used for minding, and know the routines well such as to wash their hands ready for lunch. They have places to put their belongings. The play area is child friendly and very well organised with lots of good quality play resources. This helps them feel "at home" and gives them a sense of value and belonging. Children enjoy their play experiences and are meaningfully occupied. For example, they were very involved with making models with the 'mood sand' and molds and enjoyed jigsaws. They then confidently asked for the kitchen to be brought into the play area from the hallway and got the box of play food and utensils to enjoy their role play activity. They were very focused colouring in pictures of a 'Welsh Dragon' and as their concentration spans are short at their age were going to finish them later.

The child minder told us they enjoy regular walks and visits to the beach, which expands the children's learning opportunities. Children are developing their self-help skills well, putting on their own coats when it was time to go to meet a parent. This promotes their confidence and self-esteem. They manage their own snacks, meals and drinks very successfully. They are beginning to use the bathroom with good support from the child minder. They know where play resources are kept and help put them away when they have finished playing with them. Children benefit from a well-planned programme of activities that keeps them occupied, engaged and which stimulates learning.

2. Care and Development

Good

Summary

The child minder has positive practices and routines that ensure she keeps children safe. She is a good role model who supports and teaches children how to behave appropriately. She delivers good quality care and support and promotes children's health, well-being and welfare well. The child minder is committed to ensuring children grow and develop and ensures they enjoy their play and learning safely. She promotes their learning and development through a range of activities.

Our findings

The child minder implements positive practices to keep children safe. She has responded to the Covid19 outbreak by downloading information on how best to stop the spread of infection, shared it with parents, increased handwashing with the children and also provided a hand gel sanitiser in the hallway for anyone entering her home to use. She has completed safeguarding training and is clear on any actions she would take if she had concerns around a child's safety. She is aware of the 'Prevent Duty Guidance' that aims to spot signs of potential radicalisation in children and families and has produced policy documentation on this. She also has a comprehensive policy in respect of the use of ICT and social media. Core policies and procedures are shared with parents which gives them a clear picture of how the service operates. However, there is no evidence that these are regularly reviewed. The child minder attends relevant training to update her knowledge and further her professional development. All mandatory training is up to date.

She keeps a register of children present; including the time of arrival and departure and the children's age demonstrating the correct numbers and age ratio is maintained. The child minder has an emergency evacuation plan and carries out regular recorded fire drills with the children. The child minder ensures that children drink regularly and offered their water bottles to them to ensure they remained well hydrated. She offers regular opportunities for children to be active, such as playing in the garden, the local parks, and beaches when the weather permits. The child minder is consistent in managing interactions and is calm and reassuring with the children. She talked calmly to them about expected behaviour, kind hands, saying sorry. She encouraged awareness of social responsibility from an early age by asking children to help tidy toys away prior to snack and lunch times and reminding them about appreciating the toys and equipment provided for them. She is involved in children's play, sitting with them, helping them with jigsaws, car and trucks, the play kitchen and encouraging them to name the appropriate colour when they were playing with the 'mood sand'. She praised children's efforts as well as when they were successful at a task. We heard this during the counting activity as they climbed the stairs where we heard her say '*how clever*' '*well done*' and '*aren't you clever*'. Discussion with the child minder, our observations and her records show she plans a wide range of opportunities and activities to extend children's learning and play. She follows children's individual routines and preferences, noting when a

child was tired and ready for a sleep. The child minder is skilled in meeting children's needs and ensures they are busy with experiences they will enjoy. She provides children with resources and activities that are appropriate for their age, supports their learning and development and keeps them interested. Where possible the child minder promotes the Welsh language through colours, numbers and songs, but she is unable to provide the 'Welsh Language Active offer'. She monitors children's progress regularly and works closely with parents to support their development and behaviour. She keeps development records of all pre-school children; they are very comprehensive, well recorded and illustrate the next steps in the child's development. She shares these with parents regularly showing that she works closely with them and that they are continually involved in their child's care and progress.

3. Environment

Good

Summary

Children benefit from a spacious, safe and child-friendly environment. There is a very good range of excellent quality play resources. These promote their interests and development, and encourage children's choice and independence. A safe and secure garden with a wide range of outdoor toys provides play opportunities in the finer weather.

Our findings

The child minder ensures children are cared for in a safe and secure environment. There are comprehensive written risk assessments for all areas of the home used for minding showing how hazards are considered and risks mitigated. Safety measures are in place such as safety gates at the bottom of the stairs and across the entrance to the kitchen and all doors are locked during minding hours. Records of general maintenance, such as safety checks of the gas boiler, a fire evacuation plan and regular fire drills are in place.

The child minder's home is welcoming, spacious and child friendly. Children can move freely around the downstairs rooms used for minding which include a large open plan living room and the spacious and wide hallways where they can run around safely. The living room has large reclining sofas where children can enjoy quieter activities and relax. The kitchen has a large table where older children can enjoy meals together. The living room is naturally lit with windows and patio doors to the side and is well set out with a very good range of play resources and small tables and chairs for children to enjoy activities such as colouring and messy play. There is easy access via patio doors from the living room to the enclosed garden, which has a playhouse, purpose built play gym, slides and bikes as well as a mud kitchen. The child minder checks the garden each morning to ensure it is clean as they have a family dog. The garden gets water logged during the winter months so is therefore only used in fine weather. The child minder is considering putting all weather astro turf down in the future. The layout of the home encourages children's independence as they can move freely around the ground floor and access toys from the storage cupboards. There is an upstairs bathroom which older children can use independently. Younger children are supervised on the stairs and in the bathroom when using the facilities. Additional equipment such as age appropriate car seats, travel cot, high chairs, buggies, and child-sized furniture compliment the service's provision.

4. Leadership and Management

Good

Summary

Parents and children benefit from a service which is well run and managed. Children are cared for by a caring and enthusiastic child minder who is keen to see them develop and learn. The child minder involves parents in plans to support their child's progress, and keeps them well informed about children's achievements and daily activities.

Our findings

The service is well run and managed. All records are very well organised and most maintained in line with the national minimum standards and regulations. However, the statement of purpose did not give sufficient detail about how parents could make a complaint or give contact details for CIW. Contracts are discussed and shared with parents, and the appropriate permissions are sought for activities such as taking photographs, travel in the child minders vehicle, the giving of medication, application of sun cream and plasters and seeking emergency medical treatment. The child minder's core training is up to date including first aid, food hygiene and safeguarding. Her Disclosure and Barring Service (DBS) certificate is up to date as is that of her husband's. The child minder has established effective partnerships with other local child minders and also uses child minder forums to support her practice. Public liability insurance is in place and valid as is her car insurance. The child minder is able to provide the 30-hour childcare offer, which will benefit working parents of three and four year olds.

The child minder reviews the quality of her service annually and identifies areas she wishes to develop. She welcomes the views of parents, and their feedback is included in the comprehensive report. This report is shared with parents and includes areas for improvement. This means parents can see how the service is improving and that their views are valued. A complaints procedure is in place although the child minder has not received any recent complaints about her service. The child minder works very closely with parents to promote their child's well-being. She operates a settling in procedure to help children get to know her at their own pace, and if children are unsettled she uses strategies to support them. The child minder supports some parents by a collection and drop off service and a parent we spoke to was complementary on the way this supported them in their working life. Registration forms are used so each child's preferences and care needs are understood before they start at her service. This child minder uses this information to put appropriate plans in place to provide suitable care. The child minder uses a variety of methods to ensure parents are kept up-to-date with their child's experiences and routines. For example, verbally when they deliver and collect their children. She has also set up a parent WhatsApp group which all have consented to, she then sends daily photographs of activities and outings that the children enjoy.

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

None

5.2 Recommendations for improvement

We made the following recommendations;

- include more detail about the complaints process and contact information for CIW in the statement of purpose
- provide evidence that policies and procedures are reviewed regularly.

6. How we undertook this inspection

This was a full inspection looking at all aspects of the service, undertaken as part of our normal schedule of inspections. The inspection was carried out by one inspector and took place over approximately four hours. We used the following methods to gather evidence for this report:

- we looked at information we already had about the service
- we observed activities and interactions between the child minder and the children present
- we looked at a range of records and documents including contracts, the statement of purpose, children's records, records of attendance and policies and procedures
- we viewed the parts of the premises used for child minding, looked at risk assessments and took account of the safety measures in place
- we spoke with the child minder about how she ran her service and her plans for the future
- we accompanied the child minder and children on a drop off service to parents
- we fed back our findings 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	Sharon Coombes
Registered maximum number of places	6
Age range of children	0-12 years
Opening hours	7am – 6pm Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	26 October 2017
Dates of this inspection visit(s)	4 March 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 <i>More 'Than Just Words follow on strategic guidance for Welsh language in social care'</i> .
Additional Information:	

Date Published 31/07/2020

