



# Childcare Inspection Report on

**Abigail Cox**

**Ebbw Vale**



**Date Inspection Completed**

30/10/2019

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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

### Summary

The child minder operates a child minding service from her home in Rassau, Ebbw Vale. She is registered to care for a maximum of ten children and operates Monday to Friday between the hours of 7am and 6pm. English is the main language of the service with basic Welsh used in play and learning activities. The child minder does not provide the 'Active offer' of the Welsh language.

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

### 1. Overall assessment

Children are happy, settled and content. The child minder actively promotes their play and development and they experience positive interactions from her. Children are cared for in an environment, which is well set out for childcare and is stimulating to them. There is a good range of toys and resources, which are appropriate to the children's age. The premises are safe, clean and secure. Documents and all records are appropriately completed and maintained confidentially. The child minder has good relationships with parents.

### 2. Improvements

The child minder had complied with all recommendations from the previous inspection around contracts, register of children and risk assessments. The playroom had recently been decorated.

### 3. Requirements and recommendations

We made three recommendations under the care and development theme and one under the leadership and management theme. Information on these is contained within the report, and more detail provided at the end.

# 1. Well-being

Good

## Summary

Children have a strong voice and feel happy and safe at the child minder's home. They interact well with each other and the child minder. They enjoy their play and learning and have opportunities to develop their independence.

## Our findings

Children had free choice in their play during the inspection and chose resources such as, play dough, a target game, cars and trucks, and a train set. They moved freely between the hallway, kitchen/dining room and playroom. We heard children ask for drinks and we saw them sit at the kitchen table to eat their lunch independently. One child stated they were not hungry and asked for an apple and then later for toast rather than the coked lunch. Children were happy and settled and they were confident to talk to the child minder and us about what they wanted to play with. Behaviour was good and children responded well to the child minder when she pointed out unacceptable risks such as running in the house and alerting them to be careful in the garden. Children interacted well, for example, they stood and watched whilst the child minder showed them how to set up the target game and the train set. There was lots of animated laughter and chatter and children were excited to involve the child minder and us at times in their play. Children understood they had to follow rules and responded well to all suggestions. Children were well mannered and polite, saying please and thank you with some prompting from the child minder.

Children were busy and actively involved in activities they had chosen. They enjoyed their play and were encouraged to follow their interests as they had free access to a wide range of resources. Children showed excitement as they went outside for a short spell in the garden but soon came in stating it was too cold. They then asked to play shops with the supermarket till and basket and the child minder gave them a plastic loyalty card from her purse and real food from the cupboards as well as fruit and vegetables.

Children were learning to develop their independence. For example eating their lunch independently, asking for assistance in the bathroom when they needed it, getting their drinks from the table and putting on their coats and wellies to go and play outside. We heard them ask for assistance when they needed help with setting the train track up and when making figures with the play dough. They benefit from a well-planned programme of activities that keeps them occupied and engaged which stimulates learning.

## 2. Care and Development

Good

### Summary

The child minder has developed policies to help safeguard children. She promotes healthy lifestyles with many opportunities for children to be physically active. She ensures that children's individual needs are at the forefront of her planning of activities, learning and play.

### Our findings

The child minder promotes healthy lifestyles in the day-to-day routines. Snacks, meals and drinks were healthy. The child minder had a valid food hygiene certificate. Children enjoyed their lunch and they were encouraged to drink water or milk. The child minder had attended paediatric first aid and safeguarding training, which ensured she could deal with any accidents appropriately and knew how to keep children safe. The child minder was also aware of her responsibilities under the 'Prevent' strategy, which aims to recognise when children may be at risk of radicalisation; she referred to this in her safeguarding policy. Relevant policies and procedures were in place to keep children safe and healthy and reviewed in June 2019; however, there was no policy on the use of IT and Social Media or Data Protection including the requirements of the General Data Protection Regulations (GDPR).

Good hygiene routines were evident, for example, we saw the child minder wash her hands before preparing lunch and take the children to wash their hands also. The care was relaxed and child led. Children enjoyed spending time with the child minder, smiling and having fun with her. The child minder joined in with their play ensuring she took opportunities to extend language by asking them to name colours, shapes and animals in both Welsh and English. The child minder is knowledgeable about children's development and recorded their milestones in individual learning journeys. We saw she followed children's individual routines and preferences. The child minder knew the children well, was skilled in meeting their needs and ensured the children were busy with experiences they would enjoy. The child minder plans to meet individual interests and needs well. We saw evidence of a wide variety of activities, which offered learning opportunities including art and craft work around the playroom and photographs of visits to places such as the local Library and playgroups. There were opportunities for outdoor physical play. The child minder told us that most days she incorporated an outdoor activity either in the garden, at the park or beach dependent on the weather. This offered opportunities to develop children's gross motor skills and for them to be active. The child minder has established good procedures that promote positive behaviour. She took care to ensure that children understand the house rules and boundaries and offered praise regularly. The child minder took appropriate action if children disagreed and we heard her talking to children about not running in the house and being kind to each other. Practice is consistent with the behaviour policy.

Where possible the child minder promoted the Welsh language through colours, numbers and songs but she is unable to provide the 'Welsh Language Active offer'.

### **3. Environment**

**Good**

#### **Summary**

The child minder provides a safe and welcoming environment. The environment supports play, learning and development with the provision of a dedicated playroom as well as other rooms on the ground floor that children can use. Children enjoy many visits out into the local community. All toys and equipment are of a good quality and are safe, clean and developmentally suitable for the age range of children cared for.

#### **Our findings**

Children were cared for in a safe, secure and clean environment. The child minder carried out comprehensive risk assessments on all areas and activities in and out of the home; however, there was no evidence that she regularly reviewed these. There were a number of safety precautions in place such as safety gates across the kitchen and stairs, locked doors and cupboard locks. She undertook regular fire drills and had smoke detectors and a fire blanket in place. The annual service of the gas boiler was due, however a new gas central heating boiler is being installed on the 10 November 2019 and we saw paperwork confirming this.

The child minder had arranged the home to provide good facilities for play and learning. There was a designated playroom, which was light, welcoming, and open plan to the dining room. Children have access to a secure outdoor play area, which was paved and lawned. This provided them with a good range of opportunities for physical development and fresh air. The living room was for quiet play such as story time, TV and rest. Older children who needed a sleep could do so on the comfortable sofas in the living room while younger children or infants slept either in buggies or in a travel cot. The table in the kitchen provided a good space for meals and younger children could join in with the social experience of eating as high chairs could be pulled up to the table. There were coat hooks in the hallway and children had places to put their shoes.

Children have access to a range of good quality developmentally appropriate play and learning resources, including a good range of art and craft supplies, which meet their needs. Play resources were stored in boxes in low storage units in the playroom and on shelving. Children can access these themselves but the child minder told us that she also rotates toys at low level to maintain children's interest. There was a good range of outdoor toys including sand and water play, ride on toys, balls, slide and play gym. Additional equipment such as age appropriate car seats, high chairs, buggies, travel cot and child-sized furniture complimented the service provision. A first aid kit was stored in one of the kitchen cupboards and a fire blanket mounted on the kitchen wall. There was a child-training seat and step stool

in the bathroom which aided the children's independence when toilet training and liquid soap and paper towels.

## **4. Leadership and Management**

**Good**

### **Summary**

The child minder is very organised and manages her service effectively. She plans activities and outings for children, which provide them with opportunities to socialise and develop. She is clear about her responsibilities and offers a good service based on the needs of the children.

### **Our findings**

The child minder had a statement of purpose reviewed this year, which reflected the service. The child minder had the relevant policies and procedures including a comprehensive statement within the safeguarding policy on the 'Prevent Duty'. The paperwork and documentation was well organised and all policies reviewed in June 2019. The certificate of registration was available along with her current Disclosure and Barring Service (DBS) check and had ensured all adults living in the home had current DBS checks. All of the required paper work in relation to individual children was in place; she was fully aware of the number and age range of children she could care for and a daily register recorded their attendance. The child minder was reflective and keen for feedback to make changes to improve the experiences and outcomes for the children. She had gathered the views of parents and children about the service she offers and produced a report on 1 October 2019. Parents were very happy with the service saying *"my children love their days with Abby, they always come home with things they have made and stories about their day. Abby is amazing at her job and it is a delight going there"*. Another parent said *"we are extremely pleased with the care Abby provides for our children. She is flexible and the children love the days they spend with her"*. The child minder had completed core training such as food hygiene, first aid and safeguarding. Public liability insurance was in place and valid. However, she has not registered with the Information Commissioners office in respect of the data she holds.

The child minder has good relationships with parents. Parents received copies of core policies, procedures, and information about the care their children would receive and the activities they could enjoy. The child minder has developed positive and effective methods of communication with parents to ensure they are kept well involved in decisions about their child's well-being. She has regular communication with parents through mobile phone apps as well as face-to-face contact. She shares photographs of children undertaking activities and trips. . The child minder recently registered to provide the 30-hour childcare offer, which has benefitted working parents.





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

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

None

### **5.2 Recommendations for improvement**

We recommend that the child minder:

- Produces a policy on the use of Information Technology and social media;
- produces a Data Protection policy which makes reference to the GDPR;
- registers her service with the Information Commissioner's Office, and
- provides evidence of regular reviews of risk assessments.

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

One inspector visited the service on 30 October 2019 between the hours of 10.15am and 1.30pm. It was arranged with a few days' notice to ensure the availability of the child minder as it was half term.

- We, CIW, had discussions with the child minder about her service;
- we observed the children and the care which they received;
- we talked to the children present;
- we looked at a wide range of records including registers, children's records, policies and procedures, safety records, and the statement of purpose;
- we inspected the premises, and
- we gave verbal feedback 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	Abigail Cox
Registered maximum number of places	10
Age range of children	0 - 12 years
Opening hours	Monday to Friday, 7am - 6pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	24 November 2015
Dates of this inspection visit	30 October 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 children who use or intend to use their service. We recommend that the child minder considers Welsh Government's 'More Than Just Words' strategic guidance for Welsh language in social care.
Additional Information: None	

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