



Childcare Inspection Report on

Samantha Hembury

Cardiff



Date Inspection Completed

06/09/2019

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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 was registered with Care Inspectorate Wales (CIW) in September 2013 to care for ten children under 12 years old. She runs her service from her five bedroom semi-detached home in LLandaff North, Cardiff which she shares with her husband and four children. She offers school wrap around care term time only and her opening hours are Monday to Friday 8.00am to 9.00am and 3.15pm to 6.15pm. Flexibility is available by prior arrangement. Childminding takes place on the ground floor of the property with access to a rear garden and an adjoining allotment area. This is an English language service which uses incidental Welsh to promote bilingualism with the children.

Summary

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

1. Overall assessment

Children are well cared for by childminder who has many years' experience working with children as a primary school teaching assistant. Many of the children she cares for attend the school she works in and they are very familiar with her. She uses this prior knowledge and information gathered whilst minding to meet the individual needs of children in her care. Children have strong emotional bonds with her and are very settled. They know that their ideas and opinions will be listened to and valued, and they are encouraged to speak and express themselves. Children's gain a great sense of achievement and develop confidence and independence as they are provided with lots of exciting and interesting activities both at the child minder's home and outdoors. The childminder home is well maintained and decorated and the layout promotes children's independence. The child minder manages her service very well and complies with CIW regulations. She keeps parents well informed of their child's wellbeing on an ongoing basis and works in line with a good set of policies and procedures.

2. Improvements

Most good practice recommendations from the last inspection have been actioned.

3. Requirements and recommendations

There were no non compliance issues identified during this inspection.

Recommendations made are discussed within the body of the report and summarised in the final section.

1. Well-being

Good

Summary

Children are safe, content and valued within the service and their well-being is promoted. They make friends with other children and have a good bond with the childminder, enabling them to feel secure and settle. They have access to a good range of interesting activities which have been planned to meet their individual needs and interests.

Our findings

Children have a strong voice at this service. They are free to choose independently and express themselves as their opinions are highly valued at the service. We saw the children chatting eagerly to the childminder about the slow worm they had found on the way home from school. They all were given the opportunity to decide where to release it in the allotment area in order to keep it safe. Children can freely choose resources which are stored within easy reach. We observed the snack time routine after school and saw the children choose from a selection of fruit with toast and water to drink. They also chose which colour plates they had and some children freely requested seconds.

Children are happy, settled and have formed very positive relationships with their peers and the childminder. The children told us how they all knew the childminder from the school and how she had taught some of them in different year groups. Children feel a sense of belonging as their names; art work and celebrations of their birthdays are displayed in the childminders home. While the children walked in the allotment area collecting foliage for their 'nature crowns' they chatted easily to each other about their interests and events of the school day.

Children's behaviour is very good and they are respectful of each other. We saw the children sharing resources and being kind to each other. When a child dropped their nature crown on their returned to the house, another came to help them pick up the flowers. They listened to the childminder when she asked them not to pick any foliage that was on somebody else's allotment and followed this instruction throughout the activity. At snack time, each child waited patiently as one of the children who was the 'Snack Helper' took their orders and served a platter of fruit and toast. They also were seen to play very well together and listen carefully as they all became very excited during the children's a game of charades.

Children have a good range of age appropriate activities available both indoors and outside the childminders home. The children were actively involved in the nature hunt around the allotment area behind the childminders home. They invited the childminder to play the charades and colour/number matching game with them and there was lots of laughter

heard. As a wraparound service, the children only attend before or after school. We saw that they were given opportunities to enjoy physical play and time to relax with their friends.

Children develop confidence and independence as they are given lots of opportunities to practice their self-help skills. They can take age appropriate risks in their play and are confident to select and serve themselves food at meal times. We saw that they tidy up after play and are encouraged to take responsibilities for their belongings. We saw them check that they had remembered to take everything home with them when they were collected at the end of the session. This helps them to develop their language and social skills as they take part in conversations. Children are also encouraged to use the Welsh language during play including counting and colour recognition and simple greetings and phrases.

2. Care and Development

Good

Summary

The childminder provides a good standard of care and has a very good understanding of children's individual needs. She offers a variety of age appropriate play and learning opportunities. She has a range of effective procedures in place to keep children safe and healthy.

Our findings

The childminder ensures children are kept safe and healthy. The childminder has recently updated her safeguarding training in May 2019 and there is a safeguarding policy in place, which includes details of prevent duty. Prevent duty is a government strategy to protect children from extremism and radicalisation and all child minders should be familiar with its content. She has up to date Level 3 Paediatric and Forest School First Aid and maintains records of accidents including pre-existing injuries effectively. The childminder offers a healthy menu and we saw that she has child friendly information about healthy lifestyles displayed in the playroom. The medication policy is clear on the procedure for administering medication. The childminder is due to update with details of actions to take in the case of an emergency.

The childminder understands how the age and developmental stage of children can affect their behaviour and social interactions. She has a clear behaviour management policy in place and children are clear about the rules. They told us how they were involved with making the 'rules' with the childminder and could repeat some to us. She has a very gentle and relaxed manner and is respectful of the children. She praises good behaviour and acts as a very good role model for the children.

The childminder provides care which meets children's individual needs and abilities. As a school wrap around service she is not required to track children's development. She plans activities that will engage children's interests and allow them use their skills to explore new experiences. We heard her discussing nature, creatures and plants with the children. When they discovered the slow worm, she took out some nature / bugs reading material and the children busied themselves trying to find out why the worm was called 'slow' and what they ate. She used effective questioning to establish children's understanding and gave them time to explore ideas at their own pace. The child minder told us that she encouraged children to develop an understanding of other cultures by celebrating festivals throughout the year such as Chinese New Year and Diwali.

3. Environment

Good

Summary

The child minder's home is safe, inviting and well maintained. Childminding takes place on the ground floor where children have access to a lounge, playroom, kitchen, dining room and toilet. The home has had recent refurbishment and decoration. There is direct access to the garden from the dining area and a large area with community allotments to the rear. Risks to children safety have been assessed and where possible reduced or eliminated.

Our findings

The childminder understands her responsibility in relation to the safety and welfare of children and has effective policies and procedures in place which are reviewed regularly. The front door is locked and secure and visitors to the premises are recorded in a visitor's book. Fire evacuation drills are practiced regularly and the child minder has a fire blanket available for emergencies. She agreed to move this within easy access to any heat source in line with fire safety guidelines. Risks to children's health and safety are identified and were possible reduced or eliminated. During the inspection, we discussed access to the allotment plots at the rear of the property and the childminder agreed to further develop the risk assessment for this area.

The childminders home is clean, warm and well decorated. The spaces is uncluttered and children can access the labelled resources with ease. Children can move around the different areas confidently and freely and it was evident that they were familiar with what toys and games were on offer. There is a downstairs toilet which is well maintained and accessible with good attention paid to hygiene matters with individual hand drying facilities available for children.

Resources provided by the child minder are suitable for their needs and are clean and well maintained. Children were comfortable in the dining area whilst having their meal and they used the playroom during the visit to play games on the floor with the childminder. She had a good selection of Welsh, multi-cultural and natural resources for children to access.

4. Leadership and Management

Good

Summary

The childminder manages her service well and reviews her practices and service in order to plan for improvements. She is compliant with regulations and continually strives to improve outcomes for children. She works in partnership with parents and keeps them updated on all matters in relation to their children including information from the school day.

Our findings

The child minder has a vision for the service and this is shared in the Statement of Purpose. She has a good understanding of current best practice and her policies and procedures for the service are reviewed and when updated new versions are shared with the parents. We saw that parents are provided with information prior to their children starting at the service including policies and procedures so they can make an informed choice about using the service. We looked at a sample of records including registers, children's records and accident forms which were all completed appropriately. Children's contracts were up to date and records were maintained in respect of the children but not all registration forms included emergency contact details.

The current annual quality of care review report contains all the necessary information required to ensure an improving service. It includes information on who contributed to the review, any issues raised, how improvements will be made and how this will benefit the children. The child minder has a complaints policy in place and confirmed that she has not received any complaints to date. The childminder has updated records of all Disclosure and Barring Security (DBS) checks for persons over the age of 16 years who live at or have regular contact with the children. She works alone and does not employ an assistant. She has made an arrangement with an alternative registered childminder to cover in the event of an emergency and this information has been given to parents and carers.

The child minder understands the importance of working in partnership with parents and carers to ensure that children experience all the support required to meet their individual needs. We spoke to parents who told us that they received an information pack prior to their children starting at the service. Parents also confirmed that they received daily feedback and ongoing progress updates about their children from the child minder. One parent commented that she is 'fantastic' and that she 'does more than I expect of her, and 'has so much energy'. All parental feedback was extremely positive and they all agreed that she was invaluable as a childminder.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Ensure all parts of the children's registration documentation is completed by parents and carers including emergency contact numbers;
- further develop the risk assessment for access to the allotment area;
- relocate the fire blanket to area within easy access in the event of an emergency and
- update the medication policy with details of the procedure in the case of an emergency.

6. How we undertook this inspection

This was a full inspection which was undertaken as part of our normal schedule of inspections. One inspector completed the inspection over two visits;
During the inspection we;

- engaged with the children present;
- observed of the childminder interactions with children;
- looked at the information held by CIW ;
- looked at a wide range of records. These included the Statement of Purpose, risk assessments, copies of policies which included safeguarding, safety records and monitoring records, children's records;
- spoke children present and to parents by follow up phone calls;
- made a visual check of the premises used by children and
- provided full feedback 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	Samantha Hembury
Registered maximum number of places	10
Age range of children	4 to 12 years of age
Opening hours	Monday to Friday 8.00am to 9.00am and 3.15pm to 6.15pm term time only. Flexibility is available by prior arrangement.
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	24 November 2015
Dates of this inspection visits	30 August and 6 September 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. 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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