



Childcare Inspection Report on

Susan Hougham

Barry



Date Inspection Completed

23/07/2019

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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 mid terraced home on in a side street in Barry where she lives with her husband. She is registered to care for a maximum of six children aged under 12 years. The service is conducted through the medium of English.

Summary

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

1. Overall assessment

We found that children experience a very good standard of care. They enjoy their time and are happy to attend. Children have a strong voice and are confident to explore, express their feelings and ask for help. The child minder is very experienced in caring for children and provides nurturing care. The home offers good play space and there are suitable separate areas for relaxation. The child minder has many resources, which support children's routines, and there are plenty of age appropriate toys, games and equipment to keep them occupied and entertained. The child minder has a very well established business and she has developed good partnerships with other child minders in the area.

2. Improvements

The rear garden has been enclosed and a glass, retractable roof installed. This provides children with good opportunities to have outside play in a sheltered area. The child minder has updated her Statement of Purpose to reflect this. She has updated policies and procedures to reflect Prevent (a Home Office initiative to prevent children being drawn into extremism and becoming radicalised) and the General Data Protection Regulations (GDPR).

3. Requirements and recommendations

We discussed further development of the service by increasing the use of the Welsh language and considering information in the updated Welsh Government Food and Nutrition Guidance for Child Care Settings. Also, expanding the internet policy to cover electronic equipment and use of telephones. Reference to these matters can be found in the report and summarised under Section 5.2.

1. Well-being

Excellent

Summary

Children are very comfortable in the child minder's care. They have a strong voice and are able to express themselves confidently. They are able to explore areas of personal interest, which encourages their learning and development. Children are valued, with their feelings and decisions being considered and respected. They play happily together and interact well with each other and the child minder.

Our findings

Children express themselves very well and can communicate their needs in a variety of ways, including non-verbal methods. Children make appropriate choices and decisions because they are aware of the options available to them. We saw them completing a questionnaire and discussing what activities and trips they would like for the summer holiday period. Many resources are at a low level. This helped children to identify what was available to support their decision-making. Children were able to 'chill' and relax when they became tired after their busy morning.

Children are secure, comfortable, happy and relaxed in the care of a child minder with whom they have developed a warm relationship over the many years they had attended. They were confident to move around the play areas and approach the child minder to ask for something. We saw the children smiling and laughing as they played. They told us how much they enjoyed going to the service.

Children co-operate, take turns and share well. They have learned to be sensitive to the emotions of others. Children played together very well and the older children included younger ones in their play and supported them. They interacted appropriately and in line with their age and stage of development. The children happily interacted with the child minder throughout our visit and were receptive to her direction and distraction when there were minor squabbles. Children used good manners saying 'please' and 'thank you', mainly without prompting.

Children are very interested in the play-based activities, which are very much led by them. Activities were put out in readiness and they really enjoyed the interesting water tray and playing with the playdough, making monsters. One child asked to do a tracing activity and they enjoyed doing this activity for some time. A younger child really enjoyed playing with the coloured rice, pouring it into cake cases, baking. They also enjoyed exploring in the water tray and selling ice cream or making tea in the 'picnic' area. Children also benefit from regularly being outside in the fresh air, such as regular trips to the park and local

facilities, where they had been earlier in the day. The children told us that they really enjoyed the activities provided, especially the trips in the summer.

Children are developing their confidence and independence very well. They are able to, and encouraged to do things for themselves, such as choose their activities and help set up the table for play and snack. They are learning through play because activities are planned to develop a number of skills and their play is extended because the child minder is always on hand to provide assistance if needed. They enjoyed helping the child minder move a table and supported a younger child to play in the rice tray and were pleased with the praise they received. We saw older children were able to access the toilet facilities independently to use the toilet or wash their hands.

2. Care and Development

Good

Summary

The child minder has many years' experience providing childcare and this is evident in her patient and calm manner. She is confident and competent, and during her childcare career, she has attended a good range of training to keep her practices and knowledge up to date. Policies and procedures are effective in supporting her to provide care that keeps children safe and healthy. Very good play and learning opportunities are planned for, taking into account children's interests. She manages interactions well and promotes children's play and learning effectively.

Our findings

The child minder fully understands her role and has good systems in place to promote the health and safety of children. We discussed safety matters with the child minder and she was clearly knowledgeable of how to keep children safe, whilst allowing children to develop skills by taking appropriate risks. She is clear regarding her responsibility to protect children and her safeguarding policy includes reference to the Prevent duty. She understands her duty to refer any concerns relating to the welfare of children to the appropriate authority and has undertaken training in safeguarding. She has an internet policy outlining how children cannot access the internet at her home, but the policy does not extend to the use of mobile phones, tablets and electronic games. The child minder provides lunch and snacks and is committed to support children to develop healthy eating habits. She has a certificate in food hygiene. We discussed the new Welsh Government Food and Nutrition guidance and she agreed to consider this for her service. She spoke confidently about how she deals with dietary requirements, including managing children with food allergies. There is an effective system in place to record accidents and incidents and the child minder has an appropriate First Aid certificate. Fire drills are practised with the children regularly so they would know what to do if they needed to leave the house quickly. The child minder takes effective steps to ensure children are safe on outings. For example, she has very robust procedures to ensure children use the appropriate car seats.

The child minder uses positive strategies to encourage children to play appropriately and promote their social skills. She has a consistent approach to managing the interactions and behaviour of children. There are home routines and rules in place that children were clearly familiar with and they responded well to gentle reminders for example to 'slow down'. There is a clear behaviour management policy outlining how instances of unacceptable behaviour are managed. The child minder used positive intervention strategies to handle any minor squabbles and encourage children to work together. The child minder promoted a very positive environment and knew the children's individual personalities very well. This allowed her to tailor her behaviour management strategies to support individual needs. She praised

good behaviour and children being helpful at every opportunity. Children responded well to her techniques.

The child minder promotes children's play and learning very well. She uses her observations of the children's play to identify their next steps and plan a good range of activities, which will help them develop their skills. For example, to promote fine motor skills and physical skills. The child minder shares her observations and assessments of children's play with parents. She provides very good opportunities for children to visit places of interest to extend their experiences such as fishing at the beach, visiting play parks, Cardiff Bay and indoor play centres. The child minder creates opportunities for children to work things out for themselves and solve problems through, for example, games, and uses resources to encourage them to think about what might happen next, why and when. We did not hear any Welsh language spoken.

3. Environment

Good

Summary

The child minder's home is safe, secure and suitable for minding. Some areas used for child minding have been renovated since the last inspection and provide very good facilities for home based child-care. She has considered the needs of the children and purchased a variety of resources to support these. Routines for cleaning and monitoring the safety of the environment are well established.

Our findings

The child minder successfully ensures her home is safe and secure. For example, the front door is kept locked and visitors are recorded. There are risk assessments and safety checklists in place, which the child minder uses effectively to ensure hazards, are identified. She puts in place suitable measures to mitigate any risks. The child minder has ensured that the building is maintained appropriately and there are records of general maintenance being carried out, including the gas boiler check.

The child minder ensures children benefit from a welcoming and comfortable home environment. Play resources and their cups and bowls are easy for children to access, and there are educational posters and photographs displayed which help promote their sense of belonging. There is a playroom and areas downstairs where children can relax. Appropriate eating facilities are provided. There is direct access to the enclosed back garden which has been renovated and a glass, retractable roof put on, making it an indoor/outdoor environment. This means the area can be used in all weathers, providing a safe area for children to enjoy a variety of activities such as planting and water play. The layout of the downstairs means children can attend to their personal needs independently and an area is used for nappy changing so children's privacy is promoted.

The child minder ensures children have access to a very good range of play resources and equipment that are of good quality and suitable to their age and stage of development. The playroom is set out so children can access resources easily. The resources promote their learning and engage their interests well, such as role-play and construction activities. Water play is also provided in a water tray and this is made interesting to all ages by using natural materials and water beads. Fishing nets added another fun activity, which children enjoyed. Many interesting craft activities are provided as well as resources for preschool children encourage skills such as letter formation. There is a suitable range of resources, which help children begin to appreciate diversity and a multicultural society. Equipment for off-site activities such as balls and buckets and spades are also plentiful. Equipment supports children's individual needs and promotes their safety, such as high chairs and car seats.

4. Leadership and Management

Good

Summary

The child minder is motivated and open to new developments as a means of promoting positive outcomes for children and their families. She has good organisational skills and maintains all the required records and documentation effectively. She is reflective and committed to reviewing her service to ensure any improvements are identified and implemented. Policies and procedures are well written. The child minder has developed good relationships with parents.

Our findings

The child minder has a clear vision for the service and this is shared in her Statement of Purpose. She has good understanding of current best practice relevant to her service. She has reviewed policies and procedures to reflect changes to legislation such as the General Data Protection Regulations (GDPR). A variety of relevant policies and procedures are in place and we saw that parents are provided with this information prior to their children starting, to enable them to make an informed choice about using the service. We discussed some minor amendments to a few policies and the child minder updated these during the course of the inspection. We looked at a sample of operational records including contracts with parents and attendance records. All required information was recorded and kept updated.

The child minder is reflective and has an effective system in place for reviewing her service. She values feedback from parents and children. The last review of her service was in June 2018. The child minder was in the process of collating information for the 2019 review. The child minder completes self-evaluation information for CIW as requested. A complaint policy is in place, and it has been reviewed to include how children may raise a complaint about the service. The child minder was keen to hear our views as part of the inspection and demonstrated she valued recommendations that can help improve the service.

The child minder currently works alone and manages her time well. She has contingency plans in place to cover her in the event of an emergency that have been agreed with parents. The child minder told us that she ensures resources are available to facilitate planned activities. We saw that she was organised and had planned the activities very well on the day we visited. All adults living at the home have a valid Disclosure and Barring Service (DBS) certificate to confirm their suitability. The child minder is aware of the mandatory training requirements, all of which have been completed.

Partnerships have been developed that are effective. The child minder provides comprehensive information about the service to parents and speaks to them daily regarding their child's care. The child minder has established good links with local child minders. She

makes good use of local facilities and play spaces, which develop a sense of ownership in the community. The child minder told us that she is also committed to working in partnership with other professional agencies if required, to ensure children's welfare is promoted.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Consider ways of introducing the Welsh language to support children's learning and development;
- develop a policy regarding how any mobile phones or electronic games and equipment is used at the service; and
- consider the Welsh Government Food and Nutrition Standards for Child Care Settings.

6. How we undertook this inspection

This was a full inspection, undertaken as part of our normal schedule of inspections:

- We reviewed information held by CIW;
- one inspector completed two visit to the service;
- observations were carried out indoors and in the indoor/outdoor garden to capture evidence of the minded children's engagement and the care provided;
- we undertook a visual inspection of the premises;
- we looked at a range of records including contracts with parents, statement of purpose, several policies and procedures and a quality of care report;
- we provided feedback to the child minder at the end of the inspection visit, and
- we considered information provided to CIW from the child minder during the course 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	Susan Hougham
Registered maximum number of places	6
Age range of children	Under 12 years
Opening hours	7:30am – 6pm, Monday – Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	26 August 2015
Dates of this inspection visit(s)	1 July 2019 and 23 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?	<p>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. <i>This may be because the service is situated in a primarily English speaking area and the provider does not currently intend to offer or promote a Welsh language service.</i></p> <p>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>'.</p>
Additional Information: None	

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