



Childcare Inspection Report on

Sarah Cruise

Cardiff

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

14/10/2019

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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

Sarah Cruise is registered with Care Inspectorate Wales (CIW) to care for ten children under the age of 12 years. She runs her service from her home in the Llandaff area of Cardiff, which she shares with her husband and two children. Wrap around care is provided for children attending Ysgol Pencae, from 7:30am to 9:00am and 3:30 to 5:30pm weekdays, during term time only. This is a bilingual language service, offering care through the medium of both Welsh and English.

Summary

Theme	Rating
<u>Well-being</u>	Good
<u>Care and Development</u>	Good
<u>Environment</u>	Good
<u>Leadership and Management</u>	Good

1. Overall assessment

Overall, we found that children experience a high standard of care. Children are happy and their needs are at the centre of the service. They are cared for by a qualified and very experienced child minder who promotes their well-being. Children benefit from a very well organised environment that encourages them to make independent choices and promotes play, learning and development. The child minder has made good use of both the indoor and outdoor areas to provide activities that are both exciting and engaging for the children. The service is managed well. Procedures are successfully implemented to ensure children are safe and their health is promoted.

2. Improvements

Since the last inspection the child minder has undertaken training in Person Centred Practice, delivered by the Disability and Early Years Inclusion Team.

3. Requirements and recommendations

No areas of non compliance were identified in this inspection. We made good practice recommendations which are summarised in section 5.

1. Well-being

Good

Summary

Outcomes for minded children are good. They are encouraged to make choices and express themselves. Children are relaxed, well-settled and have plenty of opportunities to help them develop independence and have fun. They interact well with one another and have developed strong bonds with the child minder.

Our findings

Children express themselves very well and can communicate their needs. They make appropriate choices and decisions because they are aware of the options available to them and are consulted over a range of issues. We saw children confidently chatting to the child minder about their day at school and activities they had been involved at home. Children are encouraged to choose what they would like to play with and they are obviously very familiar with the choices and areas available. Children move around freely, choosing activities that interest them.

Children are settled and comfortable in the child minder's home. We observed them smiling and laughing with the child minder as they played, clearly relaxed, happy and safe in her care. They have forged strong bonds of attachment with her. Children enjoyed lots of individual attention, natural conversation and positive interactions. They were able to talk with the child minder about their likes and dislikes, and were confident that she knew them well.

Children have formed positive friendship groups in the service and there is an emphasis on the importance of working together and helping each other. For example, we saw children helping each other when building a model car with the Lego. Children told us that their favourite games to play together are playing with the Happy Land resources, building models with the Lego, and playing in the summerhouse in the garden. We heard children saying please and thank you regularly, and they were praised for positive behaviour. Children were respectful and relaxed in the home environment, and talked fondly to us about the friends they have made at the service.

Children enjoy a variety of activities at the child minder's home. Children are active and curious learners. We noted that they were busy, and engaged positively in play and activities they enjoyed or that interested them. Children thoroughly enjoyed colouring in some intricate Autumn pictures of squirrels and leaves and sustained interest in this activity for a significant period of time. They proudly showed us their colouring as they worked, showing that they gained a sense of achievement in their activity.

Children are developing well because their needs are identified and met. Opportunities to develop independence are good. Children put their belongings away on arrival and washed their hands ready for snack. Children are given plenty of time to carry out their chosen activities and encouraged to tidy away when ready to move on to the next activity. These opportunities help them develop self help skills at an appropriate age.

2. Care and Development

Good

Summary

The child minder has good systems and procedures in place to ensure that she can offer a quality service to children in her care. The child minder plans a good balance of adult led and free play activities to enhance children's learning and development. She effectively assesses children's needs to enable them to grow and reach their full potential.

Our findings

The child minder ensures that children are safe in her care. She implements good practice in relation to healthy eating and lifestyles. The child minder provides a wide range of nutritious snack options. We saw children enjoying a snack of fruit, a selection of raw vegetables, cheese and toast, with drinking water readily available. However, the child minder was unaware of Welsh Government's new food and nutrition guidance. She has an appropriate current first aid certificate and she has completed a Level 2 award in Food Safety. Routines established, promote good hygiene. Before snack time surfaces were sanitised and children were encouraged to wash their hands. Liquid soap and individual hand towels are provided to reduce the risk of cross contamination. A medication policy is in place and medication is only given with prior written permission from parents. The child minder records any accidents or incidents appropriately. There is a comprehensive child protection policy in place and the child minder is confident to identify signs of abuse and clear on her role in referring any concerns to the relevant authority. She has completed training on the Prevent duty, (this places a responsibility on providers to protect children from the danger of radicalisation).

The child minder has an appropriate behaviour management policy, which she shares with parents, detailing how she will respond and deal with any unwanted behaviour. Therefore, children and parents are clear about standards of behaviour that are expected at the setting. This was evident during the inspection as children were polite, kind and displayed no unwanted behaviour. The child minder manages interactions skilfully and offers praise and encouragement to reinforce good behaviour. She has high expectations for standards of behaviour and ensures the children understand what is expected. Her manner was calm, which was reflected in the way that children responded to her. We saw that the child minder acted as a good role model for the children and interactions were very positive.

The child minder provides care which is child centred and meets children's individual needs. She informs parents about their child's progress and overall wellbeing through daily verbal feedback. The child minder provides a good variety of enjoyable and stimulating play and learning opportunities, which take account children's interests and ideas. For example, the children were really looking forward to participating in some Halloween activities the following week, which had been planned upon their request. The children told us about

some of the other activities that they had enjoyed whilst at the setting, to include making Christmas cards and decorating biscuits. The child minder only provides wrap around care for school age children so does not formally plan for the next steps in the children's play and learning.

3. Environment

Good

Summary

The child minder provides a safe and welcoming environment for children that stimulates their learning and meets their individual needs well. Children have access to a play room, lounge, dining area and downstairs cloakroom. There is a well resourced enclosed garden for outside play.

Our findings

The premises are safe and secure. The main door to the house is kept locked with the keys close to hand in an emergency. The environment is clean and well maintained both indoors and outdoors. There are thorough risk assessments in place which the child minder reviews once a term. She carries out daily visual safety checks and is risk aware whilst the children are in her care. The child minder encourages children to tidy away resources, when they have finished playing with them, to avoid any trip hazards. Public liability and car insurance are valid, and gas safety checks are up to date. There is a fire blanket in the kitchen and the first aid kit is easy to access and well maintained. Records show that smoke alarms are tested regularly and that fire drills are carried out frequently.

The environment is welcoming and inviting. Children moved freely around areas in the home throughout the inspection following their own interests and playing or relaxing contentedly. There is plenty of floor space for children to play and comfortable sofas for relaxing. Children are able to eat their snacks and complete table top activities at a large dining table. There is a very well resourced designated playroom, with resources stored at child height, enabling children to access items independently. Children have access to a spacious and secure garden area complete with a summerhouse which has been designated solely to the purpose of child minding, resourced with a role play kitchen and shop. Further outdoor resources include a basket ball net, slide and seesaw.

Children have access to a wide range of good quality, developmentally appropriate play and learning resources, indoors and outdoors. These are available in sufficient quantity to ensure children have good variety and choice. We saw that all resources are clean and well maintained, and records showed that resources are regularly checked to ensure that they are in good working order. The indoor area was well resourced with a range of activities to include puzzles, books, board games, dolls, arts and crafts, Lego, action figures and dolls houses. There were plenty of resources to promote the Welsh culture but limited resources to promote diversity and multiculturalism.

4. Leadership and Management

Good

Summary

The childminder is professional in her approach and delivers a high quality service to parents and children. The child minder effectively evaluates her service and is keen to continually improve upon her provision and develop herself professionally. Paperwork is organised and good partnerships have been established with parents.

Our findings

The child minder has a vision for the service and this is shared in her statement of purpose. However, the statement of purpose did not contain the most up to date contact details for CIW. She has a good understanding of current best practice relevant to the children in her care. Policies and procedures for the service are detailed and contain the relevant information. We looked at a sample of records including registers, children's records and accident forms which were all completed appropriately. The children's contracts were up to date and records were well maintained and stored securely.

The child minder recognises her responsibility to review and plan for development of her service. She seeks feedback on her own practice in order to positively benefit her service; we saw evidence of questionnaires the child minder had asked parents and children to complete. The child minder uses this information to complete an annual quality of care review. The views of children and parents are clearly reflected within the report and improvements to be made for the following year are set out. Parent's comments included, 'the children are given opportunities to relax if they want to, or to engage in craft, play, outdoor activities', and 'very happy with your fair approach and honesty with us, very happy with the service and would highly recommend Sarah as a child minder'. These comments indicate a high level of satisfaction with the service. A complaints policy is in place should parents want to raise an issue, however it did not contain information on how children over eight can make a complaint, or most up to date contact details for CIW.

The child minder is well qualified and has a number of years' experience working with children. Observations showed she managed her time well and had organised resources effectively to support seamless play opportunities for children. Registers show that she operates within the conditions of her registration. All household members have current Disclosure and Barring Service (DBS) checks to confirm their suitability.

The child minder works well with parents. She provides parents and carers with all the relevant information needed to make informed choices about the care of their child. Many parents have returned to the child minder with siblings, as they have been so pleased with

the care that they receive. We saw numerous thank you cards from families expressing their gratitude for the high quality care and service provided.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

The following good practice recommendations were discussed with the child minder;

- Consider information in Welsh Government's Food and nutrition best practice for childcare settings;
- source further resources to promote the diverse society that we live in;
- update the complaints policy to reflect how children over eight can make a complaint;
- update CIW contact details on statement of purpose and the complaints policy; and
- ensure that the most up to date statement of purpose is sent to CIW.

6. How we undertook this inspection

This was a full inspection undertaken as part of our normal schedule of inspections. One inspector visited the service which was announced at short notice to ensure availability. The following methodology was used to gather evidence for this report;

- Observation of care practice;
- visual check of areas used for minding;
- consideration of information available to CIW prior to the inspection;
- conversations with the child minder and children present at the service;
- we looked at a sample of documentation; and
- provided formal feedback by telephone on 17 October 2019.

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	Sarah Cruise
Registered maximum number of places	10
Age range of children	4 years to 11 years
Opening hours	7:30am – 5:30pm Monday to Friday, term time only
Operating Language of the service	Welsh/English
Date of previous Care Inspectorate Wales inspection	14 September 2015
Dates of this inspection visit(s)	14 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 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: None	

Date Published 09/12/2019

No noncompliance records found in Open status.