



Inspection Report

Eileen Gough

Llandysul

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

14/11/2023

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About the service

Type of care provided	Child Minder
Registered places	8
Language of the service	Both
Previous Care Inspectorate Wales inspection	20 September 2017
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

<u>Well-being</u>	Adequate
<u>Care and Development</u>	Adequate
<u>Environment</u>	Adequate
<u>Leadership and Management</u>	Adequate

For further information on ratings, please see the end of this report.

Summary

Care Inspectorate Wales completed a full inspection but due to the child minder's current limited operating hours, this report is shorter than usual.

The children enjoy their time at the child minders' home. They confidently follow their own interests and are very familiar with the routines. They interact well and are enthusiastic in their play. Children have some opportunities to develop their independence skills.

The child minder works effectively to safeguard and keep children safe and healthy. She has developed positive relationships with the children and is a good role model. The child minder has a clear understanding of the children in her care and works to make their time enjoyable.

The child minder offers a welcoming, warm, and safe home. She carries out regular safety checks and there is good space for the children to explore and play in. Children can access a satisfactory range of furniture, and resources.

The child minder has a clear understanding about her role and responsibilities. She keeps the required records and has a range of policies in place. The child minder ensures she keeps her training up to date and works well with the parents who use the service.

Children are confident communicators; they can make decisions about the things that affect them. For example, they can choose if they want snack, or which resources to play with. Their communication is valued, and they know that their requests or questions will be responded to appropriately.

Children are active and express enthusiasm and enjoyment. They are settled and are very familiar with the child minders family, including her own children in their play. They have a sense of belonging, forming relationships and are very familiar with their routines. For instance, children knew where to put their belongings when they first came in and sat at the kitchen table to wait for snack.

Interactions between children and adults are consistently good. Children co-operate well with each other, sharing and supporting each other. For example, one of the younger children pulled out a chair so that an older child could sit down with them.

Children are engaged and show respect for property and people. They are enthusiastic and interested in their play and learning. For instance, there was a lot of laughing while playing a card game, especially when putting a card down so that the child minder had to add to her pile.

Children have freedom to safely explore their indoor environment. They are very familiar with the rooms they can access and know where to go. Children take part in activities resulting in a good feeling of achievement and high self-esteem. Children have some opportunities to develop their independence skills enabling them to do some things for themselves successfully. For instance, they could butter their own toast and could access resources independently.

Care and Development

Adequate

The child minder understands and implements policies and procedures to promote healthy lifestyles, physical activities, personal safety, and well-being. She offers healthy snacks to children and supports children to speak or express themselves well as they receive a consistent response or interaction. Safeguarding is prioritised and the child minder understands her responsibilities to protect children. She confidently answered what she would do in a safeguarding scenario. The child minder implements appropriate cleaning and hygiene practices. For example, she encourages children to wash their hands before snack and children use individual paper towels to dry their hands.

The child minder understands the behaviour management policy and consistently implements positive behaviour management strategies. She uses age-appropriate strategies and allow children to try to resolve their own disputes. The interactions are positive demonstrating warmth and kindness. The child minder always acts as a good role model. For instance, she uses a calm, clear voice with the children and encourages children to take turns while playing games.

The child minder knows the children well. She uses this information to develop a relationship and shows genuine interest in what they have to say. She uses some Welsh with the children and creates a fun environment for the children to relax and play in.

Environment**Adequate**

The child minder ensures that the environment is safe, secure, and well maintained indoors and outdoors. For example, she ensures the front door is secure while minded children are at her house and carries out regular fire drills. She completes satisfactory general risk assessments, which identify risks in the indoor, outdoor and the use of vehicles, with information of how risks are minimised. The child minder ensures these are reviewed and updated regularly. She carries out regular maintenance checks on the environment and keeps copies of certificates and insurances.

The child minder ensures the environment has good indoor play space for children to move freely. Children can access a kitchen area, downstairs toilet, and a large playroom, with ample space. For instance, there is room for floor play and bean bags for children to sit and relax. There is a good-sized outdoor area which was not used during the inspection visit due to bad weather. The child minder explained that the children regularly use it, and it includes a small patio area and a larger grassed area. The premises are welcoming, warm, well maintained, and accessible to all.

The child minder ensures that many children can access good quality and a satisfactory variety of age-appropriate furniture, toys, and equipment both indoors and outdoors. For instance, children use cutlery, ceramic plates and glass cups suitable for the age of the children in her care. There are sufficient resources to keep the children's interests. For example, outdoors, children can play football with the goals or basketball with the hoop. Indoors children can create craft, play board, card games, or watch a film.

Leadership and Management

Adequate

The child minder works effectively to maintain her service. She is clear and confident about her role and responsibilities. The child minder has a satisfactory statement of purpose that reflects the service provided and meets the National Minimum Standards. However, on the day of the inspection visit, we saw that the child minder had not included information about the dog at her home. This was immediately rectified, and the child minder updated her statement of purpose to include the family dog. The child minder has a range of policies in place, which are reviewed and updated regularly.

She ensures that the required records are accurately kept, including contracts, children's information, and permissions. The child minder keeps records of accidents, incidents and medication administered to children. However, the medication record did not include time of last dosage. The child minder has implemented nearly all the recommendations from the last inspection. For example, she has obtained consent from parents to seek emergency medical treatment for children and accident records are signed.

The child minder reviews the quality of care annually. She seeks the suggestions of children, and their parents/carers. She produces a basic quality of care report which reflects on her previous year and includes feedback from the people using her service. She has an appropriate process in place to deal with complaints.

The child minder has an appropriate system to update suitability checks, using an annual Disclosure and Barring Service update check. She attends a range of training and there is a culture of continuous professional development. For instance, the child minder completed her Level 3 in Child Care, Learning and Development (CCLD), Level 5 leadership in CCLD as well as updating her core mandatory training. On the day of the inspection visit, the child minder did not keep a record of the times of the children's attendance. However, this was immediately rectified, and she set up an electronic record to clearly show who she is looking after and when they are in her care.

The child minder ensures that communication and engagement systems with parents are appropriate. She generally keeps parents informed through daily verbal feedback, messenger, or text. She shares her policies with parents and collects signatures to show this.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
30	We notified the child minder that they were not compliant with the regulation in relation to the keeping of records because there were no records of parents' consent for the administration of medication, there was not the full information about children and there were not accurate records of children's attendance.	Achieved

Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

National Minimum Standards	
Standard	Recommendation(s)
Standard 11 - Medication	Ensure time of last dose is included on the administration of medication record.

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.

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