



Inspection Report

Amie Sheldon

Bridgend



Date Inspection Completed

26/07/2023

About the service

Type of care provided	Child Minder
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	Click or tap here to enter text.20 November 2018
Is this a Flying Start service?	Click or tap here to enter text. 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.

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

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

Summary

Children are confident communicators. They are happy, settled and cope well with separation from their parents or carers. Children confidently explore the environment and engage in play opportunities both inside and out. They are developing their independence skills well.

Overall, the child minder understands and implements policies and procedures to promote safety for children. The child minder understands the behaviour management policy and implements positive strategies. She knows children well and has sound knowledge of their needs.

The child minder has adequate policies in place and ensures the environment is suitably safe and secure, and well maintained. She provides a range of suitable quality, appropriate play, and learning resources. There is a range of resources to ensure children have a variety of choice.

Overall, the child minder complies with the national minimum standards and regulations. The child minder has acted promptly regarding some recommendations discussed during the inspection. However, further recommendations have been noted. An area for improvement in relation to supervisions and appraisals has also been highlighted.

Well-being

Good

Children confidently express themselves. They have good opportunities to make choices and decisions about what activities and resources they want to play with. We saw children able to choose to play inside or outside. Children who are non-verbal have their requests met. For example, when a young child pointed towards their snack, more snack was provided. Older children confidently ask to do craft activities, and their requests are facilitated by the child minder.

Children are happy and settle well in the child minders home. They have mostly positive relationships with each other and the child minder. Children receive support and reassurance and enjoy regular cuddles and comfort. Their needs are recognised and supported. We saw, children have their dummy to sooth them if they are upset or tired. Children are familiar with routines. For example, when using the bathroom and at mealtimes.

Children express enthusiasm and enjoyment. Older children confidently interact. They show each other how to hop competently on one foot. Younger children babble, smile, and interact with each other. Children cooperate with each other. For example, during small world play, children play alongside one another and share resources. Younger children are learning to share with support from adults. Children confidently explore the environment and engage in play opportunities both inside and out.

Children are interested in their play and learning. They follow their own interests and engage in activities of their choice. We saw children using their imagination and make a 'bus' out of chairs. Children confidently mark make with large chalks outside on the patio, explore bubbles and use balls to shoot into basketball nets. Older children recognise younger children's achievements, discussing and praising them for trying new words and taking their first steps.

Children are developing their independence skills well. They support the child minder with tidying up, follow instructions and choose activities independently. Children feed themselves at mealtimes and confidently ask for help, if needed. Children take responsibility for their own belongings, hanging them up on coat hooks and accessing their own drinks. Older children access the bathroom and wash their hands independently.

Care and Development

Adequate

Overall, the child minder understands and implements policies and procedures to promote safety for children. She recently attended a child protection course and is aware of her responsibilities to safeguard children, confidently answering safeguarding scenarios. The child minder and her assistant hold current first aid and food hygiene certificates.

Appropriate accident, incident and medication records are maintained and signed by parents via an online system. The child minder has systems in place to meet allergies and dietary needs. Parents provide children with meals and snacks. Overall, suitable cleaning and hygiene practices are in place. She encourages children to wash their hands after using the bathroom and follows appropriate nappy changing practices. However, hand washing is not consistent and individual hand drying facilities are not available. The child minder ensures regular cleaning takes place, including highchairs, tables and the floor is frequently swept.

The child minder understands the behaviour management policy and implements positive strategies. She engages with children at their level, often sitting on the floor with them. She knows children well and has knowledge of their needs. The child minder offers encouragement and praise. We heard her saying to children, "*There we are- fantastic job*" and "*Good girl/ boy*". The child minder is a good role model and encourages children to say 'please' and 'thank you'. Often children need no prompting, and older children remind younger children to use good manners. The child minder interacts with warmth and kindness, giving children cuddles, engaging and interacting with them. We saw them playing with small world toys together, working out different sizes and looking at whether they needed a bigger or smaller character to fit. The child minder supports children in their interactions and recognises achievements. We saw children enjoy a bubble activity for a prolonged period due to the support the child minder had put in place.

The child minder is aware of children's individual development. Previously the child minder kept records via an online system. However, this has not been sustained. Planning is child led on the day, with children choosing what they would like to do, mostly engaging in free play. She provides a range of play and learning activities, indoors and out. For example, we saw the child minder sit with children, interacting with dolls learning parts of the body. Children are confident in using the Welsh language, signing songs during a colouring activity. However, no Welsh was spoken by the child minder. They celebrate a range of festivals and promote diversity through some of the resources available. The child minder confirmed children regularly go on walks and visit local parks, libraries, and groups. The child minder is aware of additional learning needs and signposts parents to other professionals if they need further support.

Environment

Good

The child minder has appropriate policies in place and ensures the environment is suitably safe, secure, and well maintained. There is a secure front entrance with ring doorbell in place, all visitors are signed in. There are basic risk assessment check lists in place, which are reviewed regularly. Following the visit, these have been updated having a little more detail and include aspects of the setting such as using the car and garden. Regular fire drills are undertaken and recorded, and heating checks are in place. Cleaning routines reflect suitable hygiene practices.

Stair gates are situated on the kitchen door and at the bottom of the stairs. Children have access to a lounge, kitchen/ diner, downstairs bathroom, and garden. There is direct access into the secure garden from the kitchen/diner, which allows for free flow between the main and rear of the house. A range of resources are available within the home to allow children the opportunity to choose where they want to play.

The environment meets the children's needs and enables them to reach their full potential. Inside, there is a range of equipment available to children. The lounge has a variety of resources and equipment, some of which is at low level for children to access. Anything out of reach is provided to children at their request. The outdoor play space is secure, and provides play opportunities with a playhouse, slide, tuff tray, goal, basketball net and ride on toys.

The child minder provides a range of suitable quality, developmentally appropriate play, and learning resources. There is a range of resources to ensure children have a variety of choice. For example, small world play, sensory activities, role-play activities and arts and crafts. There is suitable equipment for the ages of the children who access the service. For example, prams, highchairs, child size table and chairs. The child minder confirmed she has a range of car seats which are suitable for children from birth to twelve.

Leadership and Management

Adequate

Overall, the child minder complies with the national minimum standards and regulations. The child minder uses an online software system which allows records to be shared and maintained between herself and parents. Nearly all records are accurately maintained. Registers are mostly complete, with actual times of children's arrival and departure. However, a daily record needs to be kept of who is caring for children and if any household members are present when minding takes place. All household members and child minding assistant have up to date disclosure and barring service checks (DBS). However, not all are in relation to their role within setting. Following the inspection visit, a DBS was instigated to ensure all household members have appropriate DBS in place. The child minder has an up to date Statement of Purpose and keeps Care Inspectorate Wales (CIW) up to date with any changes at the service via her online account.

Children have accurate and complete contracts, with a range of consent forms in place. Following the visit, these now include consent for contact with the pet dog. The child minder reviews her policies regularly. These have been updated during the inspection to reflect changes in legislation and guidance. The child minder has up to date certificates such as public liability insurance, ICO (Information Commissioners Office) and car documents.

The child minder reviews and evaluates her service. She has completed a recent quality of care report, with parental views included as part of the review. The child minder confirmed she is aware of changes to the national minimum standards and the impacts this has on the setting.

The child minder's assistant has a complete staff file. However, the child minder confirmed she has not undertaken regular supervisions or annual appraisals with her assistant. This is an area for improvement, and we expect the provider to take action.

The child minder keeps up to date with mandatory training and uses options available to her through her memberships, undertaking training and accessing grants. The child minder has good links within the local community. She promotes positive partnerships with parents and communicates with them via an online system, private social media and verbal conversations at the start and end of the day. As part of the inspection process, we gained feedback from parents via an online questionnaire. Comments were very positive, one stated "*My daughter loves going there. My daughter is always well looked after.*"

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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29	The responsible person must ensure staff receive regular supervision meetings and annual appraisals which allow them to effectively support the needs of children.	New
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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 10 - Healthcare	Ensure consistent hand washing practices and provide appropriate hand drying facilities
Standard 3 - Assessment	Re-introduce children's development records and link to planning with their next steps
Standard 5 - Records	Ensure all documents are fully complete and records of when assistant or household members present are maintained

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

Best Practice
Recommendation(s)
Develop the use of Welsh language

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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