



## Inspection Report

**Lauren Jones**

**Cardiff**



**Date Inspection Completed**

04/03/2024

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## About the service

Type of care provided	Child Minder
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	30 May 2019 - Dormant Service Report
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.

<a href="#"><u>Well-being</u></a>	<b>METADATA_WEB</b>
<a href="#"><u>Care and Development</u></a>	<b>Adequate</b>
<a href="#"><u>Environment</u></a>	<b>Adequate</b>
<a href="#"><u>Leadership and Management</u></a>	<b>Poor</b>

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

## **Summary**

At the time of the inspection the child minder was not providing care to children. As the setting is non-operational, we are unable to consider the theme of children's well-being. Ratings for the other themes have been awarded based on the evidence available to CIW. The child minder has provided care to children up until July 2023.

The child minder has a satisfactory understanding of safeguarding and the protection of children. Some records are maintained to a suitable standard and others have been highlighted as an area for improvement.

The setting is secure and has many safety features in place. It is suitably furnished and decorated. The playroom and garden offer children sufficient space to play and relax. There are plenty of good quality resources and toys. Some important regulatory safety matters had been neglected. These are areas for improvement. We were unable to determine during this inspection if the child minder ensures the environment is suitable for children daily due to the setting being non-operational.

The child minder aims to provide a relaxed home setting for children. However she is not fully aware of her regulatory responsibilities and does not provide CIW with information when she is required to. The child minder does not have a system for reviewing the quality of care she provides. These are areas for improvement. The child minder is required to inform Care Inspectorate Wales (CIW) when she resumes minding.

The child minder has not had any contracted minded children for some months prior to inspection. As we are not able to observe children at the setting, we have not been able to comment on this theme or award a rating.

The child minder has a satisfactory understanding of safeguarding issues, the signs and symptoms of abuse, and her own duty to report any concerns. Her safeguarding policy contains appropriate information regarding making a referral. However, it was difficult for her to locate this quickly. The child minder maintains relevant training requirements, including Safeguarding, Paediatric First aid and Food Hygiene. However, she will need to ensure that she meets the new higher National Minimum Standards for training in Safeguarding and Paediatric First Aid by November 2024. The child minder has suitable contracts for previously minded children and appropriate records of their personal details and health needs. The child minder had kept some registers of children's attendance but not all these show accurate times of arrival and departure and they had not been consistently maintained. Whilst no immediate action is required, this is an area for improvement, and we expect the provider to take action. The child minder records accidents and pre-existing injuries appropriately and has a system to record incidents should these occur. Medication records were filled out correctly.

As the child minder does not have any contracted children, we were unable to observe firsthand how she manages interactions with children. We saw some limited video evidence of her talking with children in a calm, kind and encouraging manner, praising achievements.

The child minder was able to show us photographic and video evidence of some of the activities she has carried out with children to support their learning and development. For example we saw how she used resources to carry out a colour sorting activity with children and on another occasion supported them with puzzles. The child minder was able to talk confidently about the children she had previously cared for, their likes and dislikes, and how she had adjusted the care she offered to meet their needs. We will observe this area in more detail at the next inspection.

The child minder is proactive in keeping the premises secure. The front door is securely locked, and the child minder ensures that while the key is out of reach for children, it is easily accessible to her so that the building can be exited quickly in an emergency. The back garden is securely fenced with a gate which is locked with a combination padlock. Safety gates are in place at appropriate points in the property to promote safety and prevent children accessing unsuitable areas. For example, to stop unsupervised access to the stairs and kitchen.

The child minder does not have sufficient oversight of some important safety aspects. She had not ensured that regular gas safety checks had been carried out. We saw the previous safety certificate expired on 12 March 2021. Once we brought this to her attention, she took swift action, and we have since seen evidence that an annual gas safety check has been undertaken. The child minder has no records of having fulfilled her regulatory requirement to carry out fire drills with children. There was no evidence that regular risk assessments had been undertaken whilst children were cared for. Whilst no immediate action is required, these are areas for improvement, and we expect the child minder to take action when she resumes minding.

The environment is suitably furnished and decorated. The light playroom at the back of the house offers children space to play and relax. There is a dining area next to the kitchen where children can eat their meals, and a downstairs toilet enables older children to independently access facilities. The front room is used for storage of resources and can also be used as a sleep room. There is a good sized, safe, flat, lawned garden, which allows children to have play and learning experiences out of doors. We were unable to determine if the child minder ensures the environment is kept in a suitably safe and hygienic manner for children. At the time of the inspection, the child minder had not been working for several months and so the house was not prepared for minded children. The child minder assured us that should she have some new children to look after, she would undertake a preparatory clean and tidy. This area will be considered further at our next inspection.

The child minder has plenty of varied resources and toys for both indoors and outdoors. They are in good condition, attractive and many have positive educational uses. The child minder was able to show video evidence of children enjoying some of the resources.

The child minder told us she aims to provide a relaxed home setting where children can learn and develop. However she is not fully aware of her regulatory responsibilities and does not comply with all the relevant regulations and the National Minimum Standards (NMS). Since registration, the child minder has not engaged fully with Care Inspectorate Wales (CIW). The child minder did not have any contracted minded children when CIW were due to undertake her first post registration inspection. She was required to notify Care Inspectorate Wales (CIW) when the service became operational so that an inspection could be arranged. The child minder did not fulfil her regulatory responsibility to notify CIW, therefore no inspection was carried out whilst minded children were in her care. The child minder is a member of an umbrella organisation for child minders. She has kept her public liability insurance and mandatory training up to date.

The child minder does not review and self-evaluate her setting. At the time of inspection she had not fulfilled her regulatory responsibility to produce an annual Quality of Care Review since registration. The child minder has not fulfilled her regulatory requirement to submit her Self Assessment of Service (SASS) in 2021 and 2023 when required by CIW. Whilst no immediate actions are required, these are areas for improvement and we expect the provider to take action.

Relationships with parents are positive. The child minder could show us cards and letters she had received from parents thanking her for the care she had given their children. One talked about the positive impact on their family and how it had helped and supported them in their working lives. As the setting was not operational, we were unable to talk to parents about their experiences of working in partnership with the child minder. This will be considered further at our next inspection.



### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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30	Accurate registers of children's attendance must always be maintained.	New
25	All parts of the premises should be free from hazards to children's safety and free from avoidable risks.	New
38	Practice fire drills must be carried out regularly with children.	New
31	The registered person is required to notify Care Inspectorate Wales of all matters as set out in the regulation, including when the service becomes operational.	New
16	The registered person must ensure that they have systems in place to monitor, review and improve the quality of care for children and to produce an annual quality of care review.	New
17	The registered person must ensure they complete and submit the Self Assessment of Service when required by Care Inspectorate Wales.	New

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 20 - Child protection	Training in Safeguarding and Paediatric First Aid must be updated to comply with new NMS by November 2024.
Standard 20 - Child protection	Safeguarding information must be easily accessible.

Ratings	What the ratings mean
<b>Excellent</b>	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.
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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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