



Inspection Report

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Builth Wells



Date Inspection Completed

28/06/2022

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About the service

Type of care provided	Child Minder
Registered places	9
Language of the service	Both
Previous Care Inspectorate Wales inspection	23 October 2020
Is this a Flying Start service?	
Does this service provide the Welsh Language active offer?	No. 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.

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

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

Summary

Children have a good voice and express themselves well. They are happy and settled at the setting and interact positively with others. Children develop independence skills and enjoy what they do and are able to choose and participate in all activities.

The child minder and her assistants understand and implement nearly all policies and procedures and keep children sufficiently safe. They are kind towards children and provide positive interactions to ensure children feel safe and happy.

The child minder ensures the environment is safe, secure and well-maintained indoors and outdoors. She provides a good range of resources that motivate all ages and stages of development in order to nurture the child's developmental skills.

The child minder ensures that she complies with most regulations and meets national minimum standards. Partnerships are positive and her assistants feel supported. We have issued two priority action notices, two areas for improvement and made three recommendations.

Children are happy and confident to communicate their needs and they have appropriate opportunities to make most choices and decisions. Children ask for certain activity choices and we saw them asking for and choosing resources in the outdoor play area, for example boats and other containers for the small water box. Children are confident to choose resources which are accessible to them indoors and enjoy the freedom to move around the play area. The wishes of children who do not want to eat at the table are respected, with individual needs being acknowledged and understood.

Children are content with familiar routines and look relaxed when they move around the setting. They demonstrate close relationships with the child minder and her assistants and feel safe, asking for cuddles after they have been asleep. Younger children enjoy cuddles and go to the adults when they are tired. Babies happily eat their lunch whilst observing older children playing. Children feel excited when they can be included in school pickups and we saw one child smiling and jumping up and down with excitement, hugging the child minder, when chosen to be part of the journey.

Interactions between children and the child minder and assistants are positive, with good interactions during snack and lunch times when children cooperate and respond to each other's comments. Incidental Welsh is included in activities such as during story time. During our visit, we heard children repeating some Welsh words. Children help each other in their play and are patient when some children find sharing difficult.

Children take part in activities and demonstrate enjoyment. We saw children playing with playdough, where one child made a playdoh doughnut and gave it to the inspector saying 'that's for the doctor' as they were wearing a clinical mask. Children enjoy being outdoors and we saw them shrieking with excitement when the child minder brought out the hosepipe to fill the water tray. Children are supported in their play and curiosity, and we saw many occasions when children asked questions such as 'what's that?' with the adults supporting children's interests with appropriate responses and further vocabulary.

Children have opportunities to develop their independence skills such as during lunch time and are encouraged to say please and thank you. We saw a child helping the child minder at lunch time by carrying plates of food to the tables. Children feed themselves with finger foods which are placed in front of them. They are developing independence by wearing their own wellies and shoes or riding tractors and trikes independently. Children from a young age pull themselves to stand and manage to walk to get things for themselves within their reach, indoors and outdoors.

Care and Development

Adequate

Most policies and procedures are in place to ensure that children's health and safety are met. The child minder and assistants follow hygiene practices appropriately, for example wearing gloves during nappy changing. They ensure privacy and dignity when children use the toilet or are being changed and keep potties, toilet aids and other resources easily accessible. The child minder and assistants encourage children to wash their hands before eating and sanitise tables and highchairs before meals. However, not all assistants wash their hands before lunch and they use the same hand towel to dry hands. Medication, accident, incident records are in place and additional nappy changing records were introduced following our visit, to ensure further safeguarding measures. Not all assistants demonstrated consistent and clear understanding of safeguarding procedures and the child minder provided evidence of staff completing safeguarding training following the inspection visit. We found that not all assistants had an enhanced DBS certificate prior to recruitment and while no immediate action is required, as the provider had taken action, this is an area for improvement, and we expect the provider to complete the process. Risk assessments are basic and measures are in place to cover general prevention of hazards. The child minder generally follows the food and nutrition guidance and has registered with the food standards agency. Children bring their own packed lunches with the child minder only providing snacks. Children have access to their water bottles throughout the day, with these being stored on low windowsills. However, we saw cups of cooled, hot beverages on a low windowsill, posing risks to children and the child minder noted that she would address this immediately.

The child minder and assistants are enthusiastic and take opportunities to interact with children and encourage them to participate in activities. They acknowledge children's achievements and give praise for example, 'Wow!; Well done!; That's fantastic' and we heard them offering support during lunch time for example, 'would you like me to help you to open your yoghurt? However, there were missed opportunities to interact with all children, such as when babies are in highchairs. The child minder and assistants showed concern towards a child who fell over, asking him if he wanted cuddles. They are keen to listen and respond to children, for example, when they want to play with paints or go outside on the bikes.

The child minder and assistants are aware of children's individual development and provide a range of age-appropriate play and learning activities. For example, when looking at a book with children, they recognised that children knew some shapes in Welsh and encouraged them to recognise other shapes in Welsh saying... "what's that one in Welsh? Triongl/Triangle, sgwar/square". The adults are good role models, showing children what they can do outdoors, for example, watering plants. They provide children with opportunities to be independent, for example asking children to find their own shoes and coats. The child minder and assistants take their time to explain to children what is happening at all times,

so that they know their routines and we saw evidence of how they review children's development and how they share with parents.

Environment

Good

The setting is a purpose built, safe and secure play space for children, with an outdoor environment which is enclosed and secure, with no access to the outside due to a high fence and a gate. Although we identified some potential hazards in the outdoor play area, these were removed immediately following our visit. The child minder ensures children are in a safe indoor environment, for example by locking the porch door at all times, using safety gates and preventing access to the main house/kitchen areas. The assistants check the babies sleeping upstairs every 15 minutes and observe and listen on the baby monitor regularly. Nearly all safety certificates were in order and the child minder provided evidence of a valid gas certificate following the inspection visit.

The setting is welcoming and accessible with some low shelving units for children to access resources independently. Play areas and play corners provide a range of different resources which are appropriate for the age and stage of children's development. There are also areas within the main playroom where children can relax and lie down on a sofa and cushions on carpeted areas. The sleep area in one of the upstairs bedrooms contains travel cots for children under 2 years. In the main playroom, tables and chairs and highchairs are suitable for age and stage of children cared for. The toilet and wash basin are easily accessible within the main playroom, with further aids to help younger children. There are displays on walls for example, a birthday wall, a bookshelf and the alphabet, which creates a colourful and welcoming display. The child minder promotes cultures and diversity through play resources such as dolls. She uses the local library to further the children's interest in books.

Resources are appropriate, varied and clean. The outdoor area also includes a range of quality resources which offers further opportunities for playing and learning. Children have opportunities to be imaginative and creative as there is a good selection of dressing up clothes, role play shop and kitchen items and resources for mark making, painting and playdough. There are also plenty of toys and resources for outdoor play.

Leadership and Management

Poor

The child minder supports her assistants and is committed to improving standards for children and families. The service is established, but we found the recording of some regulatory practices incomplete. For example, the child minder had not notified CIW of staff changes and while no immediate action is required, this is an area for improvement and we expect the provider to take action. Daily registers did not include specific times of attendance of children and staff, placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address the issue. Staff appraisals take place, but we did not see evidence of staff supervisions. The assistants told us that they are happy and feel supported and a new assistant confirmed that she had been welcomed and inducted into the setting. Staff files were not organised, and we did not see all the required documentation, for example references and employment history. As a result, this is placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue. Nearly all staff have completed mandatory training and evidence was provided following the inspection of further training certificates.

The quality of care report includes views of parents and staff and the assistants also have opportunities to offer ideas. The child minder told us that they continuously work to improve their service and that they act upon feedback. The planning process is basic, but we saw clear evidence of ideas and activities being followed.

The child minder communicates well and is supportive of the team at the setting, with consistent retention of staff. On the day of the visit, the child minder showed us how she managed ratios for school runs, but there are no written parental consents in place.

Parents told us that they feel happy with the care their children receive as well as the environment and leadership and said that they feel supported. They said that their children are happy and confident at the setting. Parents appreciate the verbal feedback provided at the end of the day. The child minder is also a member of supporting national organisations.

Recommendations to meet with the National Minimum Standards

R1 – Ensure hygiene practices are addressed to include hand washing and hand drying.

R2 – Ensure any hot beverages or foods are kept out of children's reach.

R3 – Ensure that the process of completing appraisals and supervisions is developed and implemented.

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
28	Staff files were found to be incomplete. The provider must obtain all the recruitment information pre employment to ensure suitability.	New
30	incomplete attendance records. The provider must record children and staff times of attendance.	New

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
31	Had not notified CIW of changes to staff. The provider must notify CIW of relevant changes as noted in regulation.	New
20	Had not obtained enhanced DBS certificates for all assistants prior to employment, but acted upon this promptly. The provider must ensure all assistants have enhanced DBS certificates prior to employment.	New

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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