



## Inspection Report

**Donna Stewart**

**Neath**



**Date Inspection Completed**

23/01/2024

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## About the service

Type of care provided	Child Minder
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	Post registration inspection
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>Good</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>Good</b>

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

### **Summary**

Children have opportunities to make choices and decisions about what activities and resources they want to play with. They are happy, settled and have positive relationships with each other and the child minder. Children are developing their independence skills suitably.

The child minder understands and implements policies and procedures to promote safety for children appropriately. Interactions show warmth and kindness. She knows the children very well and is aware of their needs. Some improvements are required in relation to paperwork.

The child minder has suitable policies and ensures the environment is suitably safe, secure, and well maintained. Children access a playroom, adjoining conservatory, lounge, and downstairs bathroom. Outside, children use a secure decked area directly off the playroom.

The child minder runs her service well and mostly complies with the national minimum standards and regulations. She has positive partnerships and works well to engage with families. She works effectively with Care Inspectorate Wales (CIW) and has acted swiftly to address improvements as part of this inspection. Recommendations are noted at the end of the report.

## Well-being

Good

Children have opportunities to make choices and decisions about what affects them. We saw children choose to play, rest, and relax. They confidently choose which programme they would like to watch during relaxation time. The child minder informed us, older children requested a desk/workbench area, which is currently in the process of being implemented.

Children are happy, settled and cope well with separation from their parents or carers. Overall, they have positive relationships with each other and the child minder. Children receive support and reassurance, enjoying cuddles and comfort. They contently sit next to the child minder when engaging in play activities. Their needs are recognised and supported. When children are tired, they are provided with comfort and able to rest. Children are familiar with routines. For example, at nappy changing, meal and rest times.

Children express enthusiasm and enjoyment. They babble, smile, and interact with each other and adults. We saw children play with musical instruments, sing songs, and build a train track. Children are beginning to cooperate and listen to instructions from the child minder. They are considerate when others are sleeping and say “*shhh*” whilst keeping their voices quiet. Children confidently explore the environment and engage in play opportunities.

Children are engaged in their play and learning, following their own interests. For example, when playing with a ‘Mr potato head’ they identify body parts to make a face. They are supported by the child minder to learn about different parts of the body. Children confidently explore the play area and enjoy space to roll on the floor. They laugh and giggle during games of peek-a-boo and when playing with interactive toys. Children access a range of opportunities at the child minders home and in the local area, which promote their all-round development.

Children are developing their independence skills suitably. They support the child minder when tidying up and follow instructions. Children feed themselves at mealtimes and are provided with support, if needed. The child minder confirmed, older children access the bathroom to use facilities, and wash hands independently.

## Care and Development

Adequate

The child minder understands and implements policies and procedures to promote safety for children, holding current child protection and first aid certificates. She is aware of her responsibility to safeguard children, appropriately answering safeguarding scenarios. At the time of inspection, the child minder did not have a current food hygiene certificate, however, this was promptly completed after the inspection. Accident, incident, and medication details are noted, and parents informed. However formal records with parental signatures are not complete. The child minder has shown us records she will be maintaining in the future and confirmed these will be signed by parents. There are systems in place to meet allergies and dietary needs. Parents provide meals for children, whilst the child minder provides snacks. The child minder needs to ensure all meals are healthy and promote a balanced diet for children. There are suitable cleaning and hygiene practices in place. However, younger children did not wash their hands before lunch. The child minder confirmed older children wash hands independently. Nappy changing practices are suitable, with effective use of personal protective equipment.

The child minder understands the behaviour management policy and implements positive strategies, supporting children to share. The child minder engages with children at their level, sitting on the floor with them. She knows them very well and has good knowledge of their needs. The child minder regularly offers encouragement and praise. We heard her say, "*Well done*", and "*Good job!*". The child minder promotes good manners and praises children for covering their mouths when they cough. She interacts with warmth and kindness, giving children cuddles, engaging and interacting with them. We saw them build a train track, connect trains, bounce balls, and sing action songs together.

The child minder is aware of children's individual development and takes photographs, videos, and shares updates with parents. However, formal records are not maintained. The child minder has confirmed she will develop her records to include observations, next steps, and planning. The child minder provides a range of play and learning activities, indoors and out. For example, we saw the child minder interact with children to support their colour recognition when looking at train carriages. She promotes very basic Welsh. The child minder is aware of additional learning needs, with systems in place to seek support and signpost parents if needed. The child minder has undertaken additional learning needs training to provide her with further understanding of recent changes. She promotes some diversity through the resources available. The child minder confirmed children regularly go on walks and visit local parks, play areas, and playgroups.

**Environment****Adequate**

The child minder has suitable policies and ensures the environment is suitably safe, secure, and well maintained. There is a front entrance with a video doorbell in place, and all visitors are signed in. Detailed risk assessments are regularly reviewed, they are complete for the house alongside the car, outings, and pets. On-going visual checks are part of the daily routine. Regular fire drills are undertaken and recorded. Annual gas heating checks are in place, although one has not been completed within the past year, a check is booked for the near future. Cleaning routines reflect good hygiene practices. Stair gates are in place to prevent access to other areas of the house. Children access a playroom, adjoining conservatory, lounge, and downstairs bathroom. Outside there is a large secure garden, although children access a smaller, enclosed decked area directly off the playroom. A range of resources are available both inside and outside allowing children a choice. The environment meets the children's needs and enables them to reach their full potential. Inside, there is varied equipment available to children, mostly at low level for children to access. The conservatory has underfloor heating, and a recent addition of an insulated ceiling provides a cosy place to play. The child minder confirmed she is currently in the process of altering the environment to provide an area for older children, with arts and craft resources and a desk area. There is a large bean bag and soft cushions for relaxation. A television is secure to the wall and remains out of the reach of children. A nappy changing unit is in the corner of the room, allowing for privacy whilst changing takes place as well as supervision of children. The outdoor play space is secure, and provides play opportunities with a mud kitchen, low level table and space for role play in the outside playhouse.

The child minder provides a suitable range of quality, developmentally appropriate play and learning resources. For example, small world play, sensory activities, reading books, role-play activities and games. There is suitable equipment for the ages of children attending the setting, such as potties, steps, prams, and highchairs. The child minder confirmed she has a range of car seats which are suitable for children from birth to twelve years.

## Leadership and Management

Good

The child minder runs her service well, she is very organised and overall complies with the national minimum standards and regulations. Mostly all records are accurately maintained. Registers are complete, with actual times of children's arrival and departure. Following the inspection visit, the child minder now records any household members present whilst minding takes place. All household members have up to date Disclosure and Barring Service checks (DBS). There is an up-to-date Statement of Purpose, which accurately reflects the provision. She keeps CIW up to date with any changes at the service via her online account. The child minder has engaged effectively and acted swiftly to action any areas of improvements as part of this inspection.

Children's contracts are accurate and complete, including personal information forms. Following the inspection visit, the child minder has developed a range of consent forms. The child minder reviews her policies and ensures they are updated as required. Following our visit, she has introduced an IT and Pet policy at the setting. The child minder has up to date certificates such as public liability insurance, and car documents. Following our inspection visit, the child minder has registered with the ICO (Information Commissioners Office).

The child minder reviews and evaluates her service, completing the latest Self-Assessment of Service Statement (SASS) and providing a basic Quality of Care report. Although, parental and children's views are not included as part of the review. The child minder is proactive in undertaking additional training and keeps up to date with changes in guidance. She ensures mandatory training remains updated and uses resources available to her through her memberships with organisations to undertake training. Following our inspection visit, the child minder has confirmed she is undertaking nutrition training and seeking support to develop the use of Welsh within her setting.

The child minder works with other professionals, including the local authority and other child minders. There are positive partnerships with parents. Keeping parents up to date with the use of private messages and verbal conversations at the start and end of the day. As part of the inspection process, we gained feedback from parents. Comments were very positive, one stated "*Donna is always very helpful*".



### 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
N/A	No non-compliance of this type was identified at this inspection	N/A

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.

<b>National Minimum Standards</b>	
<b>Standard</b>	<b>Recommendation(s)</b>
Standard 5 - Records	Ensure accurate records for accident, incident and medication are maintained and countersigned by parents
Standard 12 - Food and drink	Promote healthy, nutritionally balanced meals and snacks for children
Standard 10 - Healthcare	Ensure consistency of hand washing prior to meals for all children
Standard 7 - Opportunities for play and learning	Introduce formal records of observations, which link to planning and next steps for children

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.

<b>Best Practice</b>
<b>Recommendation(s)</b>
Develop the use of incidental Welsh

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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