



## Inspection Report

**Bethan Vickery**

**Cardiff**



### **Date Inspection Completed**

10/10/2022  
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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	First Inspection post registration
Is this a Flying Start service?	<a href="#">Manual Insert]</a> No
Does this service provide the Welsh Language active offer?	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>Adequate</b>
<a href="#"><u>Care and Development</u></a>	<b>Poor</b>
<a href="#"><u>Environment</u></a>	<b>Adequate</b>
<a href="#"><u>Leadership and Management</u></a>	<b>Adequate</b>

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

### **Summary**

Children have adequate opportunities to make choices and decisions about how they spend their time at the setting. They are generally happy and settled in the child minder's care and have developed affectionate relationships with her. Younger children play happily alongside each other, and older children are beginning to establish relationships with their peers. Children have some opportunities to develop their independence skills.

The child minder is calm and caring towards the children. She knows the children well, supports their development and enables them to follow their interests. The child minder has some policies, procedures, and documentation in place to support children's health and safety. However, some policies are required to be reviewed to ensure children are kept safe and healthy at all times and ensure potential hazards are minimised.

The child minder's home is child friendly and well maintained. Children receive care in a clean, and secure environment. There is sufficient space indoors and a wide range of resources are available, which are in good condition and promote children's play and learning. The child minder does not have access to a suitable garden but does provide daily opportunities for children to get outdoors.

The child minder manages the setting adequately. She is keen to improve her skills and the quality of the care she provides. She has a suitable range of policies and procedures in place to support the running of the setting. The child minder has undertaken all the necessary training in line with legislation.

## Well-being

## Adequate

Children have adequate opportunities to make choices and decisions about how they spend their time at the setting. They choose from the many toys and activities available to them. Children confidently make requests for toys which are of interest to them. We heard a child ask to play with toy horses which they had brought from home. The child minder responded to the request positively. Most children express themselves confidently, as they know their wants, needs and moods will be listened to. For example, a younger child made vocal and physical gestures to tell the child minder they had finished their snack and was ready to join the other children.

Most children are generally happy and settled. They are comfortable in their surroundings, familiar with daily routines and have a sense of belonging. They show enjoyment in their play. For example, a child was playing contently alone with a car, repeatedly opening, and closing the lid of the vehicle, smiling, and laughing during their play. All children receive praise for their efforts and achievements, which makes them feel happy and valued. Children have formed affectionate relationships with the child minder. We saw a child happily cuddled up with the child minder on the sofa, having some quiet time.

All children are confident to move around the play spaces available to them. They make independent choices as to where and how they play, from the many toys on offer. However, due to the wide range of toys, children move onto the next toy quickly and are not encouraged to extend their concentration skills in line with their age and stage of development. We saw younger children playing happily alongside each other and older children are beginning to establish relationships with their peers. They show interest in what each other is doing.

Children have a few opportunities to develop their independence skills, enabling them to do things for themselves. All children are supported to wash and dry their hands. However, children's independence could be further promoted by giving them opportunities to open their own lunch boxes and use cups rather than beakers.

## Care and Development

Poor

The child minder has ineffective practices to keep children safe and healthy. While she has a few basic policies and procedures which promote children's health and safety, the child minder is not confident or consistent when following these practices. For example, the child minder has appropriate systems in place to record accidents, incidents and the safe administration of medication. Records viewed showed that these are not always completed in a timely manner, suitably detailed or sufficient steps taken to reduce accidents reoccurring. The child minder has prepared a nappy changing policy and procedure, which she follows. However, the child minder does not consider how children's dignity and privacy should be respected when carrying out this task. The child minder has an adequate safeguarding policy, and she has undertaken child protection training, she understands the process to follow should she have concerns about a child.

The child minder has completed a few written risk assessments which identifies some potential risks within the home. They contain steps to be taken to reduce the risk. However, these did not include all identified risks and the steps to reduce them were not always followed. The child minder does not always recognise potential emerging risks within the environment and during play activities. For example, children access the hallway without close supervision, and we saw that the key had been left in the lock. Children were also seen taking items from the bags stored in this area, and any items kept in these bags may cause a potential risk to children. This is having an impact on children's health, safety and well-being; we have therefore issued a priority action notice. The provider must take immediate action to address these issues.

The child minder does not provide food at mealtimes and asks parents to provide this. However, she does not ensure the safe storage of these items. For example, lunch bags are stored in the hallway with children's coats which were close to a radiator. The child minder does, however, provide children with a healthy snack. She takes basic measures to ensure the safety of any child who has allergies and intolerances. The child minder does not have a written procedure to support this practice or guide parents regarding healthy eating approaches, in line with the food and nutritional guidance for childcare providers. The child minder promotes some good hygiene practices with the children by encouraging them to wash their hands after using the toilet and occasionally before eating. However, she did not consistently follow good hygiene practices as she did not wipe worksurfaces or tables before food was prepared or served. Children sit together at mealtimes, but there are missed opportunities to promote children's social skills as conversation is not encouraged.

The child minder is calm and caring with the children. She has a suitable behaviour policy which she successfully applies. For example, we heard the child minder encourage and praise children frequently for their efforts and positive interactions, which helps promote their self-esteem and self-confidence. The child minder carries out sufficient planning which includes activities to support children's development along with following their interests. For

example, children very often go and visit the horses in the local field as this is of interest to them. The child minder keeps parents informed about their child's experiences through written records and photographs. The child minder does not have access to a suitable garden but does provide daily opportunities for children to get outdoors and enjoy the benefits of fresh air and physical exercise. For example, children access the local park, walk in the nearby woods, and attend weekly playgroups and soft play.

**Environment****Adequate**

The child minder provides a secure and clean environment, where children can play and relax. For example, doors were locked when we arrived, and a chain used to secure the door after entry. The child minder ensures maintenance checks for the home and appliances are up to date. Records are kept of children's attendance, but not all records viewed were accurate. For example, on the day of inspection, one child had not been signed in and another child had been signed out already but was still present. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The child minder does not carry out regular fire drill practices to ensure children know how to leave the premises safely in the event of an emergency. We identified this as an area for improvement, the child minder took immediate action to address the issue.

The child minder provides a welcoming and friendly environment for children. It is light, bright, and has adequate space for children to play and learn. Children have use of a sufficiently sized playroom along with access to the hallway and the family living room for quiet times. Toys and games are stored in concealed boxes on two tall shelving units, which are not easily identifiable or necessarily accessible to children. The child minder has not ensured that all play items are stored appropriately. Some items were stored at a high level and could pose a risk to children. There are also several larger toys and some equipment such as, highchairs placed around the edge of the playroom. This could impact on the children's play experiences as the space made available to them is limited. The child minder provides children with appropriate cots and sleep mats to enable them to sleep restfully. She ensures the room is made dark with the use of blinds and soft music is played to create a calm and relaxing atmosphere.

There is a wide variety of age-appropriate toys and resources available. The child minder ensures equipment is suitable for the age range of children attending. The child minder makes sure toys and equipment are clean and in good repair. She provides a few toys and play materials which promote cultural awareness and cultural festivals are celebrated, promoting children's awareness of diversity and the wider world.



## Leadership and Management

**Adequate**

The child minder manages the setting adequately. She is keen to improve her skills and the quality of the care she provides, responding positively to recommendations for improvement. The child minder has a statement of purpose which requires some amendments to ensure it accurately reflects the service offered, to enable parents to make an informed choice. The child minder has a suitable range of policies, procedures and documentation to support the management of the setting. However, she has not reviewed these since registration. Some do not fully reflect the child minders current practice or include all the necessary legislation information. For example, the child minder's emergency backup procedures are now out of date. The child minder has contracts in place, and these are signed and exchanged with parents prior to the children starting at the setting. However, we found that not all of the required details were completed fully.

The child minder does not effectively self-evaluate or plan for improvements and so children and parents do not always benefit from a consistent, improving service. We found the child minder had distributed questionnaires to the parents asking them for their view of the service she offers. However, she had not completed an annual Quality of Care Review. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The child minder has undertaken the necessary mandatory training such as paediatric first aid and food hygiene to support her understanding and keep her up to date with current practice. All household members over the age of sixteen years living at home have up to date disclosure and barring service checks (DBS).

The child minder understands the importance of working in partnership with parents to ensure the children in her care receive the appropriate support to meet their individual needs. Parents we spoke with are highly complementary about the setting and the care their children receive. They especially appreciate how approachable the child minder is and would recommend the service to other parents.

## **Recommendations to meet with the National Minimum Standards**

R.1. The privacy and dignity of children when changing their nappy should be considered and measures taken to review current practice and relevant policies. R.2. The child minder should ensure the safe storage of lunch boxes.

R.3. The child minder should encourage children to develop their concentration skills with a balance of free play and planned activities. R.4. Children should be given opportunities to practice their social and independence skills at mealtimes.

R.5. Policies, procedures, and documentation should be reviewed to ensure they reflect the National Minimum Standards, current legislation and the service.

### 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
25	During the inspection there were a number of unnecessary risks identified to the health and safety of children. The child minder failed to either recognise or take reasonable steps to eliminate these risks.	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
38	The child minder has not taken measures to carry out or record fire drills since starting her child-minding service.	New
16	The child minder was not aware of her responsibilities to review and write a report on an annual basis regarding the quality of care provided within their setting.	New
30	The child minder has not taken sufficient measures to accurately record children's attendance.	New

<b>Ratings</b>	<b>What the ratings mean</b>
<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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